

# CUSTOMER SERVICE PRACTITIONER

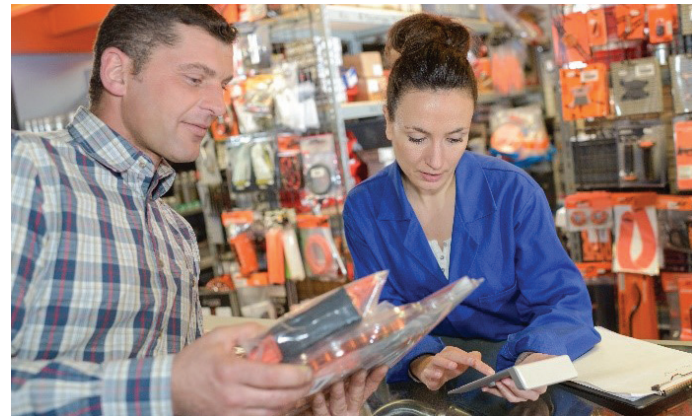
## Parts Pathway Apprenticeship

Do you have an interest in the vehicle parts and customer service area of the motor trades?

Working with car parts or HGV parts, you will learn a range of skills over a 12-month period and become a valued member of the team.

### WHAT WILL APPRENTICES LEARN?

- Customer journey and expectations
- Understanding your organisation and industry
- Regulations and legislations relating to customers
- Interpersonal skills and communications
- Right first-time approach
- Taking down ownership of the customer enquiry
- Dealing with conflict and challenge
- Influencing skills and improving customer service
- Self-development and personal organisation
- Team working
- Stock systems, parts catalogues
- Key components and functions
- Setting up sales displays, cross and up-selling
- Understanding parts department functions.



### KEY FEATURES:

- 15-month duration with End Point Assessment
- English and maths functional Skills training to Level 2
- One-to-one specialist training
- OneFile E-portfolio assessments
- CMI Award in Leadership
- WNC Parts Advisor Certificate
- Level 2 Customer Service Practitioner Standard.

### ENTRY REQUIREMENTS:

- English and maths at Level 1.

## APPLY TODAY!

 [apprenticeships@wnc.ac.uk](mailto:apprenticeships@wnc.ac.uk)

 0800 121 8317