

Employer's Testimonials



Course: *Level 2 Customer Service*

Employers Name: *Richard Montgomery*

Business: *Montgomery's, Ballymena*

"The customer service qualifications offered by NRC came along at the right time for our business.

What appealed to us most was that the qualifications are short and can be studied by our employees in smaller steps, allowing them to add more units over a period of time, supporting work based learning.

We had staff registered on the level 2 qualification.

I have noticed that the employees who have completed the qualification take a greater ownership for their work and go the extra mile to keep our customers happy.

It is great to see them using their initiative and taking responsibility, all of which improves our bottom line.

I would strongly encourage other employers to avail of these qualifications for their staff. Front of house staff leave a lasting impression on customers and the customer service skills course has impacted positively on our customer's experience."