



Gwasanaeth i Gwsmeriaid Customer Service

Ar gael ar lefelau 2 a 3, mae'r cymhwyster hwn wedi'i anelu at unrhyw un sydd â chysylltiad mewnol neu allanol â chwsmeriaid ar unrhyw gyfnod yn ystod eu gyrfa, boed hynny'n ymdrin â chwynion cwsmeriaid neu gyfrifoldeb am strategaeth gwasanaeth i gwsmeriaid y sefydliad.

Beth allwch chi ei astudio

- Trefnu a Darparu Gwasanaeth i Gwsmeriaid
- Cyfathrebu â Chwsmeriaid ar Lafar ac yn Ysgrifenedig
- Meithrin Perthynas â Chwsmeriaid
- Rhagori ar Ddisgwyliadau Cwsmeriaid
- Datrys Cwynion Cwsmeriaid
- Defnyddio Cyfryngau Cymdeithasol

Available at levels 2 and 3, this qualification is aimed at anyone who has any dealings with internal or external customers at any stage of their career whether that be handling customer queries or being responsible for an organisation's customer service strategy.

What you can cover

- Organise and Deliver Customer Service
- Communicate with Customers Both Verbally and in Writing
- Develop Customer Relationships
- Exceed Customer Expectations
- Resolve Customer Complaints
- Using Social Media