



Norfolk Truck and van have an opportunity for a Service Reception Apprentice to join their team based in Felixstowe.

Level 2 Customer Service Practitioner

[Customer service practitioner / Institute for Apprenticeships and Technical Education](#)

Service Reception Apprentice job description

- Customers: Greeting customers both in person and on the phone, taking booking in sheets and finding out what the customer would like done with their vehicle, and updating customers on progress with their vehicle.
- Workshop: Consulting with mechanics about repairs and possible alternatives to expensive work, advising mechanics on what vehicle has arrived and the work needed, keeping mechanics updated on customers' requests and authorisation.
- Computer: Estimating vehicle repair costs and the time it will take for repairs to be completed, booking customers scheduled services & repairs, understanding vehicle contracts and retail elements, and advising customers about warranty if available.
- On Job Learning: Gaining an understanding of what each vehicle repair needs, learning how to liaise with different customers, understanding the importance of communication between each department, and learning the manufacturers standards.

Working hours

Monday-Friday 8.30am – 5.pm with 30 mins for lunch (40 hours a week)

Including apprenticeship 20% off the job training

Knowledge, Skills and Behaviours embedded in the apprenticeship

Knowledge:

Knowing your customers

- Understand who customers are.
- Understand the difference between internal and external customers.
- Understand the different needs and priorities of your customers and the best way to manage their expectations, recognising and knowing how to adapt style to be highly effective.

Understanding the organisation

- Know the purpose of the business and what 'brand promise' means
- Know your organisation's core values and how they link to the service culture.
- Know the internal policies and procedures, including any complaints processes and digital media policies that are relevant to you and your organisation.

Meeting regulations and legislation

- Know the appropriate legislation and regulatory requirements that affect the business.
- Know your responsibility in relation to this and how to apply it when delivering service.

Systems and resources

- Know how to use systems, equipment and technology to meet the needs of your customers.
- Understand types of measurement and evaluation tools available to monitor customer service levels.

Your role and responsibility

- Understand your role and responsibility within your organisation and the impact of your actions on others.
- Know the targets and goals you need to deliver against.

Customer experience

- Understand how establishing the facts enable you to create a customer focused experience and appropriate response.
- Understand how to build trust with a customer and why this is important.

Product and service knowledge

- Understand the products or services that are available from your organisation and keep up-to-date.

Skills:

Interpersonal skills

- Use a range of questioning skills, including listening and responding in a way that builds rapport, determines customer needs and expectations and achieves positive engagement and delivery.

Communication

- Depending on your job role and work environment:
 - Use appropriate verbal and non-verbal communication skills, along with summarising language during face-to-face communications; and/or
 - Use appropriate communication skills, along with reinforcement techniques (to confirm understanding) during non-facing customer interactions.
- Use an appropriate 'tone of voice' in all communications, including written and digital, that reflect the organisation's brand.

Influencing skills

- Provide clear explanations and offer options in order to help customers make choices that are mutually beneficial to both the customer and your organisation.

Personal organisation

- Be able to organise yourself, prioritise your own workload/activity and work to meet deadlines.

Dealing with customer conflict and challenge

- Demonstrate patience and calmness.
- Show you understand the customer's point of view.
- Use appropriate sign-posting or resolution to meet your customers needs and manage expectations.
- Maintain informative communication during service recovery

Behaviours:

Developing self

- Take ownership for keeping your service knowledge and skills up-to-date.
- Consider personal goals and propose development that would help achieve them.

Being open to feedback

- Act on and seek feedback from others to develop or maintain personal service skills and knowledge.

Team working

- Frequently and consistently communicate and work with others in the interest of helping customers efficiently.
- Share personal learning and case studies with others, presenting recommendations, and improvement to support good practice.

Equality – treating all customers as individuals

- Treat customers as individuals to provide a personalised customer service experience.
- Uphold the organisations core values and service culture through your actions.

Presentation – dress code, professional language

- Demonstrate personal pride in the job through appropriate dress and positive and confident language.

“Right first time”

- Use communication behaviours that establish clearly what each customer requires and manage their expectations.
- Take ownership from the first contact and then take responsibility for fulfilling your promise.

Reward:

We understand that passion and commitment work both ways. Therefore, we reward our staff with:

- Full training and support to complete the **Level 2 Customer Service Practitioner Apprenticeship**
- Salary £5.50 upward per hour, this is dependent on applicant and will be agreed at job offer
- Staff Uniform
- 28 days holiday (including Bank Holidays)
- Pension Scheme
- Free hot and cold drinks and a free lunch when on shift
- Free parking