customer service apprenticeship

Qualification - NVQ Level 2 Customer Services

Company Overview

Hospital Metalcraft Ltd is a family owned and managed business that designs, manufactures and distributes a wide range of medical furniture and equipment through the recognised ‘Bristol Maid’ and ‘Pharmacy Equipment Direct’ brands.

With a broad portfolio including over 1,500 product lines, 100 ranges of product, we provide a range of solutions for a large customer base including the NHS, Private Healthcare Sector, Pharmacies and a growing network of Distributors throughout the UK, Ireland and other countries around the world.

With over 160 skilled employees, a significant employer in North Dorset, the company has vacancies for apprentices, offering you the opportunity to develop new skills, gain a professional qualification whilst having the security of a monthly salary and the prospect of a career with a market leading manufacturer.

Course Overview

A Customer Services Apprenticeship at Bristol Maid is designed to offer a structured approach to enable learning and transfer of the necessary skills to ensure we meet our customer promises of delivering a high quality products and service on time.

As a Customer Service Apprentice, you will be involved in offering exceptional service to our customers ensuring that their buying experience is world class.

Core duties will include the administration of customer correspondence, the handling of customer phone calls, liaising with other internal departments, supporting our external sales team and data entry. This role encompasses a wide variety of skills from manual administration to the skilled requirement of populating our computer systems that drive the front end of our business.

The candidate will be required to work as part of an integrated team, have an open mind and be ready to actively participate in continuous improvement exercises.

The key drivers for any manufacturing activity are Quality (the product), Cost (manufactured to a budget) and Delivery (shipment to meet customer demand); each area will be explored in detail.
Course Stages

**STAGE 1**
- Company Induction
- Health and Safety
- The “Basics of the Customer Service Team”
- Customer Relationship management System Training (CRM )
- Post/Mail Training
- Outlook-Mailbox Training

**STAGE 2**
- Capital Project research
- Catalogue Sending.
- Introduction to Quotation System
- Introduction to Vantage (Order entry System)
- Sales Opportunity Research

**STAGE 3**
- Telephone System – Handling Customer calls
- Quote System Training
- Build Customer relationships
- Complete Vantage Training (Order entry system)

The programme is designed to be as broad as necessary and is also flexible dependant on candidate preference

If you are interested in this or any other Apprenticeship we may have available and require more information then email us at: hr@bristolmaid.com