

# customer service

## cv notes.



### personal statement

This section should be specifically tailored to the job that you are applying for and state very clearly why you are applying for the post. Reassure the employer that you are the right candidate by giving evidence from past work experience; your examples should state how you have added value. Try to come across as friendly and welcoming – this is a customer service role after all!

### employment history

This is your opportunity to really highlight your tasks, achievements and responsibilities at a company. An employer wants to not only know what your role involved but also how you were able to add value. Provide as much relevant information as possible, so include the types of customers you were dealing with, what products/services you were providing and how you communicated with customers – a customer service role in a call centre is quite different from one in a retail environment, for example. Remember to give specific details about your responsibilities and to write in full sentences.

Your work history should be ordered in reverse chronological order with your most recent position first and then working backwards. Be sure to include any targets that you met in your previous role, as well as your technical expertise – knowledge of customer service regulations (like data protection rules) and software (like CRM tools) is valued highly by employers. However, don't forget those soft skills – they are essential for a customer service role.

### education

This is a way to demonstrate any additional training, courses or study that you have undertaken which is relevant to the position that you're applying for. This doesn't have to list everything but should highlight what you think are your most impressive and relevant credentials. NVQs in customer service, for example, can be used to demonstrate your commitment to the industry.

### core skills

When selecting core skills, look at your previous roles for transferable and/or job-related skills. Transferable skills such as time or people management are sort after at any job level. Job related skills for example, administering narcotics or supervising patients' admissions and discharges are important as this shows you have previous experience and should be proficient doing certain tasks.

### hobbies and interests

Although it is not essential to include hobbies on your CV, it can help your personality to come across, which could give you the edge in a customer-facing role. Try to include hobbies that relate to your job application in some way. If you're a member of a local community group, for example, this could be used to show your ability to communicate, organise and work as part of a team.

## references

Regarding your references, you don't have to include these on your CV, if you'd like to add a section at the bottom of your CV that says, 'references available upon request'. It's a good idea however to make sure your CV is no longer than two A4 sides.

## contact details

### Email Address:

Keep your email address simple and professional, preferably just your first and last name. Avoid nicknames or random words and numbers as it looks unprofessional.

### Telephone Number:

Make sure this is an update-to-date number, preferably your mobile number rather than your house number.

### Full Address and Post Code