



SINGAPORE
WORKFORCE SKILLS
QUALIFICATIONS

Be equipped with the professional skills and knowledge

SSG-APPROVED TRAINING PROGRAM

**Service from the Heart -
Achieving**

**SERVICE
EXCELLENCE**

at the Workplace
(Synchronous e-Learning)

GAIN COMPETENCIES TO WOW YOUR CUSTOMERS

- Understanding your role in the service value chain
- Service from the Heart - acquiring company information and product knowledge to meet the needs of customers
- Delivering service as part of a team
- Achieving service standards of the organization
- Handling service performance issues
- Escalating service performance issues



*another module in the National
Service Excellence
framework*

Achieving SERVICE EXCELLENCE at the Workplace

PROGRAM

- UNDERSTANDING YOUR ROLE IN THE SERVICE VALUE CHAIN AT THE WORKPLACE**
 - role of a service professional
 - service responsibilities in a service value chain
 - working with colleagues

- CUSTOMERS – ACQUIRING INFORMATION TO MEET CUSTOMERS’ NEEDS**
 - information sought by customers
 - sources of information
 - meeting the needs of various types of customers

- DELIVERING SERVICE AS PART OF A TEAM**
 - applying principles of effective team communication
 - methods to deliver service as part of a team

- ACHIEVING ORGANIZATION’S SERVICE STANDARDS**
 - delivering service to achieve service standards

- SERVICE PERFORMANCE ISSUES**
 - types of service performance issues
 - handling service performance issues

- SERVICE ESCALATION PROCESS**
 - skills to escalate service performance issues

METHODOLOGY

Presentation, Guided Discussions, Case Study, Role Play, and Group Discussions

OTHER COURSE DETAILS

PREREQUISITES	<p>Education: Minimum 'secondary' level</p> <p>Language: able to speak, and write in English at a proficiency level not lower than WPL Level 3</p>
WHO SHOULD ATTEND	<p>Staff working in customer service, technical support, call centre, service and sales support, administration, sales, and other roles involving customer contact</p> <p>Staff working in various roles in an organization requiring interactions with colleagues and customers.</p>
COURSE DURATION	Duration: 16 hours
COURSE REFERENCE	TGS-2019504521
SSG FUNDING VALIDITY PERIOD	till 12 September 2023
COURSE FEE AND SSG TRAINING GRANT	<p>Course Fee (before SSG Training Grant): \$360</p> <p>Course Fee (after SSG Training Grant):</p> <ul style="list-style-type: none"> • MCE/SME: \$108 • Singaporeans below 40 years and PRs: \$180 <p><i>(MCE: Singapore citizens, 40 years and above)</i></p> <p>SSG terms and conditions apply.</p>
ABSENTEE PAYROLL	Available for company-sponsored learners
SKILLSFUTURE CREDIT	Learners who have SkillsFuture Credit Account can pay the net course fee from their SkillsFuture Credit Account.
CERTIFICATE	On successful completion of the course and meeting SSG's terms and conditions on attendance and assessments, participants will earn a WSQ Statement of Attainment .
TRAINING VENUE	150 Orchard Road #04-12 Orchard Plaza Singapore 238841 (nearest MRT: Somerset Station/Dhoby Ghaut Station)
VIRTUAL DELIVERY	Synchronous (zoom)

Contact Details	Impact Management Seminars Pte Ltd (198905401C)		
Tel	6738 8991	Handphone:	8514 7154
Email	admin@impactseminars.com.sg		
Website	www.impactseminars.com.sg		