



SSG-APPROVED COMPETENCY-BASED TRAINING COURSE

3 Secrets to Achieving Positive Customer Service Experience

GAIN PRACTICAL AND VALUABLE SKILLS AND KNOWLEDGE

- RECOGNIZING THE IMPACT OF PROFESSIONAL IMAGE AND PERSONA
- UNDERSTANDING CUSTOMER NEEDS AND EXPECTATIONS
- PROJECTING QUALITIES AND CHARACTERISTICS OF A SERVICE PROFESSIONAL – skills to portray professional image and etiquette
- PROVIDING GO-THE-EXTRA-MILE SERVICE – delivering service to exceed customer expectations
- CREATING POSITIVE CUSTOMER EXPERIENCE – skills to create great memories and service experience
- OFFERING CUSTOMIZED AND PERSONALIZED SERVICE – service from the heart
- ESCALATING FEEDBACK ON AREAS OF IMPROVEMENT – feedback and methods to identify areas of improvement

ADMINISTRATIVE DETAILS	PREREQUISITES	WHO SHOULD ATTEND
<ul style="list-style-type: none"> • Duration: 24 hours (3 days) • Course Fee: \$580 • Course Fee (after SSG Training Grant): <ul style="list-style-type: none"> ▪ MCE/SME: \$58 ▪ Singaporeans below 40 years and PRs: \$172 	<ul style="list-style-type: none"> • Education: Minimum 'Secondary' • Language: able to speak, and write in English at a proficiency level not lower than WPL Level 3 	<ul style="list-style-type: none"> • Staff working in customer service, technical support, call centre, service and sales support, administration, and other roles involving customer contact • Staff working in various roles in an organisation

SSG terms and conditions apply.
MCE: Singapore Citizens, 40 years and above

