



SSG-APPROVED COMPETENCY-BASED TRAINING COURSE

Aligning your Service Promises

(Synchronous e-Learning)

GAIN PRACTICAL AND VALUABLE SKILLS AND KNOWLEDGE

- **ALIGNING ONE’S ACTIONS AND BEHAVIORS** – to the organisation’s vision, mission, and values
- **RECOGNIZING THE ROLE ONE PLAYS** – in contributing to the organisation’s service guidelines when interacting with customers
- **DELIVERING SERVICE** – adding value to the customers’ experience
- **DEMONSTRATING PROFESSIONALISM** – and service excellence when engaging with customers
- **MONITORING OWN PERFORMANCE** – to ensure alignment with service excellence standards

ADMINISTRATIVE DETAILS	SSG COURSE DETAILS	PREREQUISITES	WHO SHOULD ATTEND
<ul style="list-style-type: none"> • Duration: 8 hours (1 day) • Course Fee: \$220 • Course Fee (after SSG Training Grant): <ul style="list-style-type: none"> ▪ MCE/SME: \$22 ▪ Singaporeans below 40 years and PRs: \$84 	<ul style="list-style-type: none"> • Course Reference Number: TGS-2019504379 • Funding Validity Period till 30 December 21 • Mode of Training: Zoom 	<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

