



SSG-APPROVED COMPETENCY-BASED TRAINING COURSE

Handling Service Triggers and Complaints

(Synchronous e-Learning)

GAIN PRACTICAL AND VALUABLE SKILLS AND KNOWLEDGE

- **SERVICE CHALLENGES IN HANDLING CUSTOMERS**
- **UNDERSTANDING TRIGGERS IN THE SERVICE ENVIRONMENT** – people emotions and hidden agendas
- **RECOGNISING POSSIBLE TRIGGER SITUATIONS** – self, communication, empathy, sense of ownership
- **APPLYING SKILLS TO MINIMIZE TRIGGERS IN SERVICE DELIVERY** – techniques to build relationships and rapport
- **SERVICE RECOVERY TECHNIQUES** – handling customer complaints and feedback, resolving problems, handling challenging situations
- **ESCALATING UNRESOLVED SERVICE CHALLENGES**

ADMINISTRATIVE DETAILS	SSG COURSE DETAILS	PREREQUISITES	WHO SHOULD ATTEND
<ul style="list-style-type: none"> • Duration: 16 hours (2 days) • Course Fee: \$380 • Course Fee (after SSG Training Grant): <ul style="list-style-type: none"> ▪ MCE/SME: \$38 ▪ Singaporeans below 40 years and PRs: \$108 	<ul style="list-style-type: none"> • Course Reference Number: TGS-2019504387 • 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

