



SINGAPORE
WORKFORCE SKILLS
QUALIFICATIONS

Equip your staff with the practical skills and knowledge
to achieve service excellence

SSG-APPROVED COMPETENCY-BASED TRAINING PROGRAM

Service from the Heart - Achieving SERVICE EXCELLENCE

at the Workplace

(Synchronous e-Learning)

GAIN PRACTICAL AND VALUABLE SKILLS AND KNOWLEDGE

- 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

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| 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 30 December 2021 |
| 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: \$36 • Singaporeans below 40 years and PRs: \$88 <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. |
| CERTIFICATES | 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) |

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