

# WSQ Service Excellence: Deliver Service Excellence - Operations

This WSQ Service Excellence module aims to impart the knowledge and skills to apply organizational service values and use organizational systems to provide excellent customer service, follow-up post / sales service support, utilize and update a customer database when working individually and in service teams.

## **TARGET AUDIENCE**

Service workforce whose work requires performing customer service at operational level and it is applicable across any industries.

## **COURSE OBJECTIVES**

This module aims to impart to staff the ability to apply organizational service values and systems, contribute to service team effectiveness, effectively follow-up post sales/service support and utilize and update a customer database.

## **Methodology**

This is a competency based workshop. The programme is highly interactive, incorporating role-plays, mini-lectures, demonstrations, games, group discussions and individual reflections

## **Assessment and Certification**

Upon successful completion of the workshop, participants will be awarded with a Statement of Attainment (SOA) issued by the Singapore Workforce Development Agency.

## **ADMINISTRATION DETAILS**

Course dates in 2010:

■ 3-4 Jun ■ 19-20 Aug ■ 12-13 Oct

Time : 9am – 6pm

Duration: 2 days (16 hrs)

Normal Course Fee : \$214.00

Amt after training grant : \$ 38.00

(90% of fees, capped at S\$11/hour)

**Fees inclusive of 7% GST.**

Please apply for training grant funding and absentee payroll funding via [www.skillsconnect.gov.sg](http://www.skillsconnect.gov.sg)

**Absentee Payroll (SPUR)** : Effectively from 15 May 09 - 80% of hourly basic salary capped at \$10/ hour. For workers aged 40 years old & above with 'A' level qualifications & below, 90% of hourly basic salary capped at \$10/hour.

\*\* SDF and SRP Terms & Conditions apply.

## **COURSE CONTENT**

### **Apply Organisational Service Values and Systems**

- Organisational Service Culture and Values
- Service Delivery
- Organisational Systems, Procedures and policies
- Principles of Effective Communication
- Seven Steps to Effective Communication

### **Contribute to Service Team Effectiveness**

- Team Dynamics
- Team Effectiveness
- Team Communication
- Effective Service Teams

### **Follow-up Post Sales/Service Support**

- Post Sales/Service Support
- Organisational Customer Database
- Using a Process Map to Resolve Customer's Complaint

### **Utilise and Update a Customer Database**

- What are Database for
- Maintaining a Customer Database
- Consumer Protection

In order to enjoy the funding, the participants need to fulfill the following 4 requirements:

1. Training is fully sponsored by companies, which are registered or incorporated in Singapore
2. Are employees who are either Singapore Citizens or Permanent Residents (PR) of Singapore
3. Attain at least 75% attendance
4. Undertake all assessments in the course

**Participants will be issued a Statement of Attainment (SOA) upon successful completion and assessment of the training course.**

You may call Kelly Choa at 6827 6929 or email [Kelly\\_choa@snef.org.sg](mailto:Kelly_choa@snef.org.sg), for more information or assistance.

**REGISTRATION:** For registration, please download the registration form from our website: [www.sgemployers.com](http://www.sgemployers.com)

Training Hotline: 6827 6927 or e-mail at [trg@snef.org.sg](mailto:trg@snef.org.sg)  
Start enjoying the many benefits of being a SNEF member, call: 6827 6955 for more information