

## Service Excellence

Course Code: RET-CEX-1010-1.1

Course Reference Number: TGS-2021009540

**Service Excellence** seeks to equip learners with the essential knowledge and skills required to emulate the ideal service professional and exemplify “Service Excellence” in adherence to the organisational procedures. The course content begins with the presentation of oneself, followed by the interaction, and concludes with the escalation of feedback for continual improvement.

### Objectives

The main target learners for this course are security personnel and frontline staffs alike who are assigned to work in premises that requires them to perform frontline duties and possess the competencies and knowledge on:

- Professional image and the organisation.
- Qualities and characteristics of a service professional.
- Customer needs and expectations.
- Principles of effective communication.
- Provide a positive customer experience.
- Customer feedback.

### Entry Requirements

- Be able to read, write and speak English at WSQ WPL Level 4
- Manipulate numbers at WPN Level 4
- requirements will be subjected to interview before acceptance.

### Course Duration

- 2 Days (15 Hours) – Inclusive of assessment
- Day 1: 8.30am-6.00pm
- Day 2: 8.30am-2.59pm
- Day 2: Assessment – 3.00pm onwards
- Mode of training: Classroom

### Course Fees:

Full Course Fee	\$367.20
SSG 50% Funding, ≥21 years old (For Singaporeans and PRs)	\$197.20
SSG 70% Funding, ≥40 years old (For Singaporeans only)	\$129.20

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