

SERVICE INFORMATION AND RESULTS

(TGS-2020505780)

WHO SHOULD ATTEND

Supervisors or Managers from various sectors

COURSE OBJECTIVES

Learners are able to analyse customer data to establish and improve the level of service quality and customer satisfaction in the organisation, which includes implementing improvement plans to close gaps.

COURSE CONTENT

1. Service Performance versus Customer Satisfaction
2. Effective Internal Communications Strategy
3. Closing Service Performance Gaps

NETT COURSE FEE (AFTER SSG GRANT)

Company (SME) Sponsored: S\$52.80

Self Sponsored Individual 40 years old and above: S\$52.80

Self Sponsored Individual below 40 years old: S\$288.00

TO REGISTER

Contact us at 62995036 or email us at enquiry@birmingham.edu.sg

CERTIFICATE

Participants who have successfully demonstrated competence in all the knowledge and skills requirements in this programme will be awarded with a Statement of Attainment (SOA) by SkillsFuture Singapore (SSG)

COURSE FEE (BEFORE FUNDING)

S\$528.00

ENTRY REQUIREMENT

Learners must have minimally a Pass in GCE 'N' Level or a WPL Level 6.

Mature candidates above 30 years old and do not meet the entry requirements and / or Numeracy entry requirement must be interviewed by the Training Manager to ascertain their literacy level. In addition, learners must have a minimum 2 years of retail work experience, out of which 1 year should be at supervisory level.

TYPE OF COURSE

Modular WSQ Course

COURSE DURATION

16 Hours / Full-time

MEDIUM OF INSTRUCTION

Medium: English

ASSESSMENT

Written assessment

BENEFIT

- Absentee Payroll Funding up to 95% of hourly basic salary for company sponsored.

Birmingham Academy

26 Horne Road , #05-01 BH Building, Singapore 209062 | www.birmingham.edu.sg