



TGS-2023037781 CUSTOMER SERVICE EXCELLENCE

Course Content

This unit aims to equip the learner with the knowledge and application skills in providing positive customer service to a diverse range of customers. With this in mind, the target group for this module, "Customer Service Excellence" will be for:

- Existing food service sector employees including Barista / Bartender / Wine Server / Wine Waiter / Crew Leader / Baker / Cook / Server / Service Crew / Kitchen Assistant, who are required to provide positive customer service to a diverse range of customers
- New hires in the food services sector
- For learners from different industry or mid-career changers who wish to embark on their career in the industry
- Individuals who wish to learn about customer service excellence personally

Course Objective

Upon completion of the course, the candidates will be able to:

- Recognise the Diverse Range of Customers and their Needs and Expectations
- Develop a Positive Customer Experience by Offering Personalised Service
- Exhibit the Qualities and Characteristics of a Service Professional
- Understand the go-the-extra-mile service that will benefit oneself and the organisation
- Identify Triggers in Service Environment
- Articulate Effective Communication Skills when Interacting with Customers and Escalating Unresolved Service Challenges
- Create a Professional Image and Persona
- Develop feedback on areas of improvement and unresolved service challenges through proper escalation channels

Duration

7 Hours (1 day)
[Classroom Facilitated Training
Duration – 6
Assessment Duration – 1 hour]

Entry Requirements

- Preferably Primary School Leaving Certificate (PSLE) or equivalent; or at least 3 WSQ Statements of Attainment in Workplace Literacy or Numeracy (WPLN) at Level 1 or 2 (eg under ESS, ESS)
- Participants should at the very minimum have the ability to converse, read & write in English

Delivery Method and Assessment

Training delivery is a combination of lectures, case study, group discussion and self-reflection.

Assessment consists of role play and short answer questioning.

Certification

Upon successful completion of the programme, candidate will be awarded with WSQ Statement of Attainment (SOA) in **Customer Service Excellence** by SkillsFuture Singapore (SSG).

Teacher and Student Ratio 1:20

SELF-SPONSORED		
Full fee	Fee after funding	
\$170.00	SINGAPORE CITIZENS AND PR Aged ≥ 21 years	SINGAPORE CITIZENS Aged ≥ 40 years Mid-Career Enhanced Subsidy (MCES)
	\$85.00	\$51.00
COMPANY-SPONSORED		
Funding Type	SME Enhanced Training Support for SMEs (ETSS)	NON-SME
Course Fee Subsidy *		
SINGAPORE CITIZENS AND PRs Aged ≥ 21 years	\$51.00	\$85.00
SINGAPORE CITIZENS Aged ≥ 40 years	\$51.00	
Absentee Payroll Funding		
For training conducted outside working hours, AP funding is given to the employers to defray the overtime pay that was paid to their employees. Hence to qualify for AP funding, employers must have in place a Human Resource (HR) policy which provides for the payment of overtime pay to employees for these training hours and pay their employees overtime pay for these hours, in accordance with the HR policy.		
SINGAPORE CITIZENS AND PRs	capped at \$4.50 per hour	

*Final funding amount subject to sponsored employee criteria being met.

Note:

1. For more information on SFEC, eligibility criteria and the guide to claim SFEC, please refer to <https://www.enterprisesg.gov.sg/financial-assistance/grants/for-local-companies/skillsfuture-enterprise-credit>.
2. Find out more about Absentee Payroll at <https://www.enterprisejobskills.gov.sg/content/upgrade-skills/course-fee-and-absentee-payroll-funding.html>.