



Course Overview for Deliver Service Excellence

Course Aim: Upon completion of this unit, the learner should have the knowledge and skills to apply organisational service values and use organisational systems to provide excellent customer service, follow-up post/sales service support, utilise and update a customer database when working individually and in service teams.

Training Methodologies:

- 1) Mini lectures - succinctly explain the concepts and theories supporting the Deliver Service Excellence module
- 2) Interactive activities - Group discussions on knowledge and procedural process.
- 3) Group and individual exercises for practical activities including role-plays.
- 4) Independent learning sessions to practice skills and evaluate own progress based on case-studies and games.
- 5) Mutual sharing and feedback on performance through all formal and informal learning activities and games.

Duration: 16 hours

Class Size : Maximum 20 per training class

Target Group: Service staff from various service industry sectors

- ✓ Spa, Tourism, Hotel and Accommodation Services
- ✓ Retail
- ✓ Personal Transport Services
- ✓ Food and Beverage industries.

It is recognized that service is extended not only to external customers but internal customers as well. The Service Excellence WSQ operations modules serve as foundational units in the journey towards service excellence for all workers in Singapore.

Assumed Knowledge and Skills:

Before starting this module, we assume that you already have:

- Understanding of what the organisation does;
- Basic knowledge of the organisation's service values and vision;
- Basic knowledge of the organisation's standard operating procedures and guidelines on customer service;
- Basic understanding of the organisation's product and service offering;
- Understanding of the qualities of a service professional; and
- Basic experience in interacting with customers.

Course Fees: S\$ 200.00 inclusive of participant's guide and notes

Trainers: Our trainers are highly experienced and qualified instructors who are well-respected practitioners in the industry. Our trainers can deliver the programme in a captivating and motivating manner ensuring a good balance of both theoretical and practical aspects.

Competency:

The Deliver Service Excellence module is competency-based. The competency elements are:

1. Apply Organisational Service Values and Systems
2. Contribute to Service Team Effectiveness
3. Follow-up post sales /service support
4. Utilise and update a customer database

Items to Bring: Writing materials

Assessment Methodology: Learners would be assessed using oral questions, Learning Portfolios and Class Activities.