

Service Excellence

(TGS-2023039996)

Course objectives

Service Excellence aims to equip you with the knowledge and skills in being a service professional, meeting customers' expectations, effectively communicating with customers, improving customer experience and creating positive customer experience.



Course content

- LO 1: Identify the qualities of a service professional and the importance of go-the-extra-mile service
- LO 2: Build a professional image and persona
- LO 3: Demonstrate effective communication skills
- LO 4: Describe the types of customers and their preferred choice
- LO 5: Identify methods to exceed customer expectations
- LO 6: Meet customer needs and expectations by demonstrating the qualities and characteristics of a service professional
- LO 7: Provide positive customer through personalized service
- LO 8: Evaluate areas of improvement on customer experience

Course details

- 2-day course (13.5 hours) (9.30am - 5.30pm)
- \$500 nett
- Classroom learning
- Written assessment & role play assessment
- WSQ E-Certificate (Statement of Attainment)

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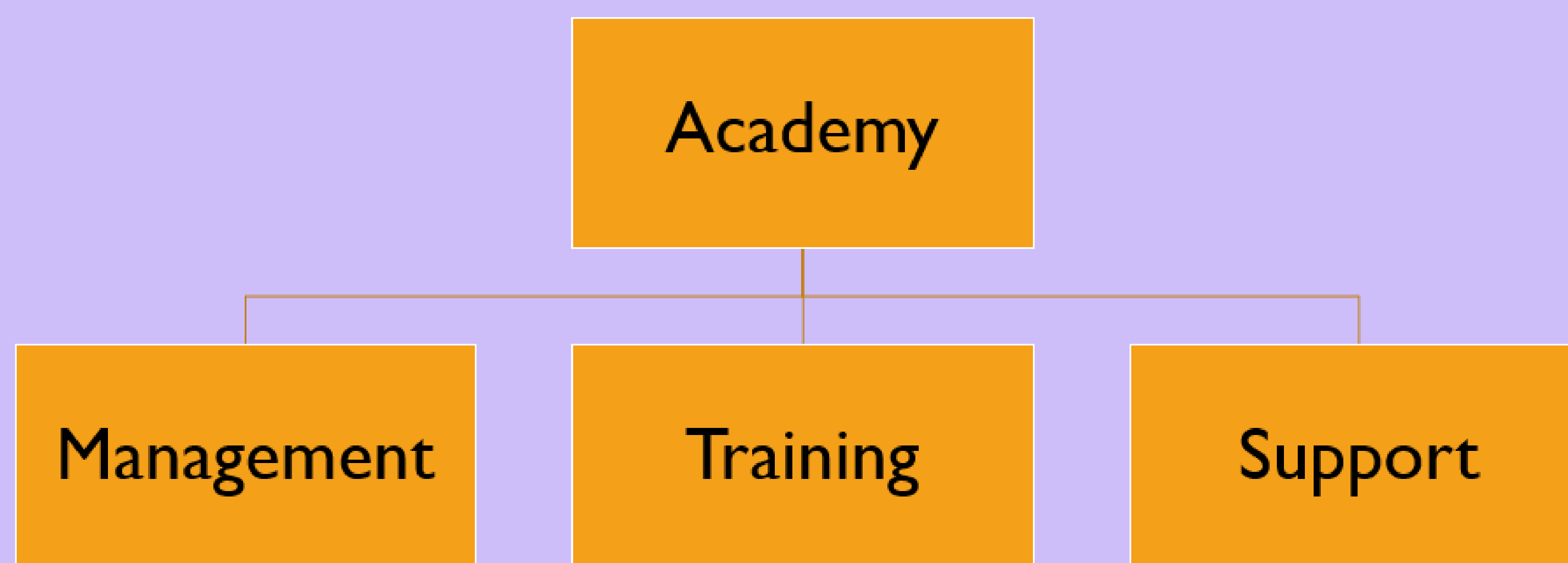
Classroom



Facilities: Projector, whiteboard

Information on Training Provider

- Training provider: Igive Academy Pte Ltd
- Senior management staffs: Ms Tan Ling Ling, Mr Loo Yee Khang, Ms Loo Si Le, Ms Lee Cheng Khiaw
- Trainers: Ms Tan Ling Ling, Mr Loo Yee Khang, Ms Loo Si Le, Ms Lee Cheng Khiaw, Mr Neo Wei Woon, Ms Evangelyn Foo (ACTA/ACLP certified)
- Office located at: 25 Kaki Bukit Road 4, #06-46 Synergy@KB, S(417800)
- Email: Admin@igiveacademy.com



Training: Curriculum developers, Subject matter experts, Trainers, evaluation & assessment
Support: Administrative, Marketing & communications, IT & technical