

# Contribute to Customer Service Over Various Platforms (SF) (Synchronous e-learning)

Participants will be awarded the **Statement of Attainment** for  
**(RET-CEX-2002-1.1 Customer Experience Management)**  
upon successful completion of the course.

## Course Objective

- Leverage on organisational resources when engaging with customers over various platforms
- Portray professional etiquette when responding to customers over various platforms in accordance with organisational guidelines
- Escalate feedback received over various platforms in accordance with the organisation's guidelines

## Target Audience

Call Centre Supervisors, Crew / Section / Team leaders, Assistant Store Managers, Supervisors, Service Team Leaders

## Course Outline

- Various platforms to engage customers ie telephone, email & more
- Reasons for engaging with customers over various platforms ie answering to queries or requests for information, receiving or responding to feedback or complaints & more
- Types of available organisational resources  
Organisational resources used when engaging customers ie stock lists, contact details of stocklists & more
- Methods to portray professional etiquette over various platforms ie observing telephone etiquette when communicating over the telephone & more
- Principles of effective communication  
using customer-friendly language that is positive, open and inclusive ie speaking clearly and concisely, using appropriate language & more
- Methods to escalate feedback  
systems to capture feedback, feedback to immediate superiors / team leads & more

## Methodology

This is a competency based workshop. The programme is highly interactive, incorporating role-plays, mini-lectures, demonstrations, games, group discussions and individual reflections

- ❖ 80% Course Fee Subsidy, capped at \$17/hr
  - ❖ 90% Course Fee Subsidy, capped at \$25/hr for SMEs / Singapore citizens aged ≥ 40 yrs
  - ❖ 95% WTS Course Fee Subsidy, capped at \$26.50/hr
- \* Absentee payroll is applicable

SME	NON-SME	SELF-SPONSORED	Full Course Fee	Training Grant	Amount Payable
- All SC & SPR	- SC aged ≥ 40		\$321.00	\$200.00	= <b>\$121.00</b>
		⊗ - SC aged ≤ 39 - All SPR	\$321.00	\$136.00	= <b>\$185.00</b>
		WTS: SC aged ≥ 35 earning ≤ \$2000 per month	\$321.00	\$212.01	= <b>\$108.99</b>

SC : Singapore Citizen

SPR: Singapore Permanent Resident

⊗ : Not Applicable

All prices stated are inclusive of 7% GST.

## Absentee Payroll:

90% of hourly basic salary, capped at \$10/hr

For SMEs, enhanced absentee payroll funding available at 80% of hourly basic salary, capped at \$7.50/hr

\*SMEs are defined as companies with:  
(i) at least 30% local shareholding; AND  
(ii) Group annual sales turnover of not more than \$100 million OR Group employment size of not more than 200 employees.

## Funding Eligibility

In order to enjoy the funding, participants need to fulfill the following requirements:

1. Singapore Citizens or Permanent Residents (PR) of Singapore
2. Attain at least 75% course attendance
3. Successfully complete assessment & certified as competent
4. Has not enjoyed funding for the same course before
5. For company-sponsored participants, training is fully sponsored by companies, which are registered or incorporated in Singapore

Companies are to submit application via [www.skillsconnect.gov.sg](http://www.skillsconnect.gov.sg) to enjoy the funding

Dates (2020) : 29 May

Duration : 1 days, 9am to 6pm (8 hours)

Course Venue : via zoom

Register online at SNEF website [www.snef.org.sg](http://www.snef.org.sg)

Click on 'Training' and Course Category 'SNEF digital'

## Enquiries:

Shirlin Lee DID: 6827 6920 / Training hotline: 6827 6927

Email : [shirlin\\_lee@snef.org.sg](mailto:shirlin_lee@snef.org.sg) / [trg@snef.org.sg](mailto:trg@snef.org.sg)