

Respond to Service Challenges (SF) (Synchronous e-learning)

Participants will be awarded the **Statement of Attainment for (RET-CEX-1008-1.1 Service Challenges)** upon successful completion of the course.

Course Objective

- Recognise triggers in the service environment that may lead to potential service challenges
- Use service recovery procedures to respond to service challenges in accordance with organisation guidelines
- Escalate unresolved service challenges in accordance with the organisation's guidelines

Target Audience

Customer-facing staff, Customer Service Representatives, Call Centre Officers, Store Advisors, Service Crew

Course Outline

➤ What triggers in the service environment

Poor attitude of staff, Long waiting times / queues, unresolved issues or problems, poor product or service quality, etc

➤ Types of service challenges:

Customer complaints on products or services, negative feedback from customers on services, etc

➤ Importance of responding to service challenges

Improving number of satisfied customers, maintaining or salvaging organisation's reputation, Improving internal complaint handling, etc

➤ Types of service recovery methods

Listening to the customer to identify the cause of the service challenge, using verbal and non-verbal communication to address service challenge, etc

➤ Principles of effective communication

Confirming that communication has been received and understood, etc

➤ Escalate unresolved service challenges

Systems to capture service challenges, immediate superiors, etc

Methodology

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

Dates (2020) : 26-27 May, 11-12 June
 Duration : 2 days, 9am to 6pm (16 hours)
 Course Venue : via zoom

Register online at SNEF website www.snef.org.sg
 Click on 'Training' and Course Category 'SNEFdigital'

- ❖ 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 | | \$428.00 | -\$360.00 | = \$68.00 |
| | - SC aged ≤ 39 | | \$428.00 | -\$272.00 | = \$156.00 |
| | - All SPR | | \$428.00 | -\$272.00 | = \$156.00 |
| | | WTS: SC aged ≥ 35 earning ≤ \$2000 per month | \$428.00 | -\$380.00 | = \$48.00 |

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 to enjoy the funding

Enquiries:

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