

Implement Operations for Service Excellence (SF) (Synchronous e-learning)

Participants will be awarded the **Statement of Attainment** for **(RET-CEX-1016-1.1 Service Planning and Implementation)** upon successful completion of the course.

Course Objective

- Recognise the role that one plays in the service value chain
- Acquire information commonly sought by organisation's customers
- Deliver service as part of a team according to the organisation's service standards
- Escalate service performance issues that affect the organisation's service standards

Target Audience

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

Course Outline

- Importance of one's role in the service value chain
One's role in the service value chain may involve delivering service to customers by working with teams, other departments within the organisation or service partners
- Sources of information commonly sought by organisation's customers eg: product catalogues, database of product or service offered & more
- Principles of effective team communication respecting diversity in all communication with colleagues, communicating constructively to develop and maintain effective relationships, mutual trust and confidence & more
- Organisation's service standards
An organisation's service standards may be defined as the commitment to a level of service performance that an organisation's customers can expect.
- Effective communication skills using customer-friendly language that is positive, open and inclusive language & more
- Types of service performance issues eg product failure, long wait times for service & more
- Organisation's service escalation process eg standard operating procedures & 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

Dates (2020) : 24-25 June 2020

Duration : 2 days, 9am to 6pm (16 hours)

Course Venue : online 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 (SC aged ≤ 39/SPR)**
- ❖ **90% Course Fee Subsidy, capped at \$25/hr (SC aged ≥ 40/ SMEs)**
- 95% Course Fee Subsidy, capped at \$26.50/hr (WTS: SC aged ≥ 35 earning ≤ \$2000 per month)**
- ❖ **Absentee Payroll**
90% of hourly basic salary, capped at \$10/hr. Eligibility period: 1 May – 31 Dec 2020
95% of hourly basic salary (WTS)

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

All prices stated are inclusive of 7% GST

SC : Singapore Citizen
SPR : Singapore Permanent Resident
⊗ : Not Applicable

WTS : Workfare Training Support Scheme
SMEs : 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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