

Optimise Workforce for Service Excellence (SF) (Synchronous e-learning)

Participants will be awarded the **Statement of Attainment for (RET-CEX-4004-1.1 People and Relationship Management)** upon successful completion of the course.

Course Objective

- Develop manpower resource plan in line with organisation’s vision, mission, values and service operations plan
- Evaluate performance of team in line with service operations plan
- Optimise manpower resources for service excellence
- Communicate manpower plans and changes to team

Target Audience

Customer Experience Managers, Store/ Branch Managers, Heads of Department, Outlet Managers

Course Outline

➤ Developing Manpower resource plan

- Identifying job roles and responsibilities
- Forecasting manpower needs to meet service operations plan
- Taking into account organisational service standards

➤ Service operations plan

- Organisation’s short-term and long-term goals
- Workflow processes and standard operating procedures for implementation of service operations
- Measures to manage high volume customer traffic
- Budget and resources required to implement service operations
- Potential risks and mitigating actions to manage the risks
- Service recovery plans, contingency plans
- Service operations performance standards

➤ Evaluate performance of team

- Establishing criteria to evaluate performance
- Gathering feedback and data on performance
- Identifying areas of improvement for team’s performance

➤ Techniques to optimise resources

- Job re-design to enhance productivity
- Multi-skilling staff to perform different tasks within the service value chain

➤ Communication of manpower plans to team

- Methods of communication

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) : *Please refer to SNEF website for available dates
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 ‘**SNEF Digital**’

- ❖ **50% Course Fee Subsidy, capped at \$15/hr (SC aged ≤ 39/SPR)**
- ❖ **90% Course Fee Subsidy, capped at \$50/hr (SC aged ≥ 40/ SMEs)**
- ❖ **Absentee Payroll**
90% of hourly basic salary, capped at \$10/hr. Eligibility period: 1 May – 31 Dec 2020

SME	NON-SME	SELF-SPONSORED	Full Course Fee	Training Grant	Amount Payable
- All SC & SPR	- SC aged ≥ 40		\$535.00	-\$450.00	= \$85.00
	- SC aged ≤ 39 - All SPR		\$535.00	-\$240.00	= \$295.00

SC : Singapore Citizen

SPR: Singapore Permanent Resident

: Not Applicable

All prices stated are inclusive of 7% GST.

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

Enquiries:

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