

SERVICE EXCELLENCE (LEVEL 1) **(TGS-2020503348)**

Course Duration	Training	Course Fee	Subsidy & Nett Fees	Mode of Training
1 day	8 Hours	Full Fee: \$200	Please refer to page 2	Classroom

Certification Successful trainees will receive a Statement of Attainment (SOA) issued by SSG

- Entry Requirement**
- Speaks, listen and read English at a proficiency level not lower than the WPL Level 3, and manipulate numbers at a not lower than the WPN Level 3.
 - Less than one year of work experience in the retail industry and/or in customer service role (rank and file employees).

Course Objective To obtain knowledge and application skills in equipping service staff in providing excellent service. It involves demonstrating the qualities and characteristics of a service professional, creating a positive customer experience by offering customized and personalized services, and escalating areas of improvement that may enhance the customers' experience.

Course Outline

Section 1

- ✓ What is Customer Service, who are the customers, who are the customer service providers?
- ✓ Appearance, smile, being positive, being energized counts

Section 2

- ✓ Understand customer situation, stay outside the box, meet basic needs
- ✓ No wrong door Policy
- ✓ Going the extra mile
- ✓ Follow up
- ✓ First Responder protocol, addressing complaints, turning difficult customer around
- ✓ In-Person Customer service, customer service over the counter, over the phone, telephone etiquette, electronic customer service

Section 3

- ✓ Understanding when to escalate triggers in the service environment, de-escalating anger, establish common ground
- ✓ Setting your limits, managing your own emotions
- ✓ Dealing with vulgarity, coping with insults, dealing with legal and physical threats
- ✓ Escalate service challenges

Effective From: 17/03/2025

Subsidy

Service Excellence TGS-2020503348			
Category of Individuals			
	Singapore Citizens and Singapore Permanent Residents	Employer-sponsored and self-sponsored Singapore Citizens aged 40 years old and above	SME-sponsored local employees (i.e. Singapore Citizens and Singapore Permanent Residents)
	Funding Source		
	SkillsFuture Funding (Baseline)	SkillsFuture Mid-career Enhanced Subsidy	SkillsFuture Enhanced Training Support for SMEs
Course Fee	\$200.00	\$200.00	\$200.00
SkillsFuture Funding	\$100.00	\$140.00	\$140.00
Total Nett Fee	\$100.00	\$60.00	\$60.00
GST (9% x \$200)	\$18	\$18	\$18
Total Fee Payable to Genetic Computer School	\$118	\$78	\$78
Age Group	SC 21-39 years old and PR	SC 40 years old and above	Small Medium Enterprise

Eligible for Claim Period: 02 June 2020 – 04 Aug 2026

Please refer to the below link for the Refund Table for SkillsFuture Courses:

<https://www.genetic.edu.sg/refund-for-skillsfuture-courses/>

Participant need to pass the test to get subsidy

SSG Advice:

Student must achieve 75% course attendance, and also pass the assessment to be eligible for SSG Funding.

All Singaporean aged 25 and above can use their \$500 SkillsFuture Credit to pay for a wide range of approved skills-related courses.

PSEA Funding is available for student aged 18-30 years old (Please call PSEA Hotline 62600777 to check your balance).

We are pleased to share the following information on the new PSEA Ad Hoc Withdrawal FormSG Application:

- Using only own PSEA: <http://go.gov.sg/psea-withdrawal-tp>
- Using Sibling's PSEA: <http://go.gov.sg/psea-withdrawal-tps>

Reminder to all learners:-

Bring a sweater as it might be cold

Bring stationeries – highlighter, pens

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