



Course Code: C529

Increase Your Business with Excellent Customer Service

COURSE INFORMATION

Sessions
1 day

Duration
7.5 hrs

Level
Beginner

Assessment
NA

VENUE

12 Woodlands Square #07-85/86/87 Woods Square Tower 1, Singapore 737715. 5 mins walk from Woodlands (NS9) MRT station.

The venue is disabled-friendly.

WHAT'S THIS COURSE ABOUT

LU1 Customer's Needs and Feedback

Topic 1: Who We Are and What We Do - Understanding Customers & Customer Service

Who Are Customers? (internal/external)

What is Customer Service?

Who Are Customer Service Providers?

Topic 2: Establishing Your Attitude

Appearance Counts!

The Power of a Smile

Staying Energized

Staying Positive

Topic 3: Identifying and Addressing The Customer's Needs

Understanding the Customer's Problem

Staying Outside the Box

Meeting Basic...

COURSE FEE

Full Fee S\$300.00 Before GST

GST S\$27.00 9% of fee

Total Payable S\$327.00 Including GST

CERTIFICATION

- **Certificate of Completion from Tertiary Infotech** - Upon meeting at least 75% attendance and passing the assessment(s), participants will receive a Certificate of Completion from Tertiary Infotech.

REGISTRATION

<https://www.tertiarycourses.com.sg/increase-your-business-customer-service.html>



SCAN TO REGISTER

SUPPORT

Email: sales@tertiarycourses.com.sg

Tel: +65 6100 0613

WhatsApp: <https://wa.me/6588666375>