

Course Code: TGS-2025056191

WSQ - Improve Your Business with Excellent Customer Service

Funding Available: WSQ SkillsFuture Credit PSEA UTAP SFEC Absentee Payroll MCES

COURSE INFORMATION

Sessions
1 day

Duration
8 hrs

Level
Beginner

Assessment
1 hr

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

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 Needs

Going the Extra Mile

Topic 4: In-Person...

WSQ FUNDING

Full Fee S\$400.00 Before GST

GST S\$36.00 9% of fee

Baseline Nett S\$236.00 SG/PR age 21+ · 50% funded · incl. GST

MCES / SME Nett S\$156.00 SG age 40+ · 70% funded · incl. 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.
- **OpenCerts from SkillsFuture Singapore** - After passing the assessment(s) and achieving at least 75% attendance, participants will receive an OpenCert (aka Statement of Achievement) from SkillsFuture Singapore, certifying that they have achieved the Competency Standard(s) in the above Skills Framework.

REGISTRATION

<https://www.tertiarycourses.com.sg/wsq-improve-your-business-with-excellent-customer-service.html>



SCAN TO REGISTER

SUPPORT

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