



CRS-Q-0031764-EVS
Funding Validity Period:
17 Sep 2019 to 27 Nov 2020

L1 Customer Management

Course Objectives:

The unit covers the basic knowledge and skills required in maintaining good personal grooming and hygiene standards. This also includes improving interaction with customers, clients, as well as providing quality service delivery; contextualized for tray return workers in food shops, canteens and coffee shops.

At the end of the course, the learners will be able to:

1. Observe good personal grooming, proper hygiene standards and display of positive image.
2. Maintain good interpersonal relationship and proper communication with customers.
3. Practise good service delivery.



Who Should Attend?

1. For new entrants into the environmental services industry.
2. Those currently working in the environmental services industry and would like to upgrade their skills.

Training Hours: 9 Hours
Assessment Hours: 1 Hour

Assessment Method: Simulated Performance, Oral Questions
Mode of Delivery: Lectures, Demonstrations, Practice Sessions & E-Learning

Course Fee: SSG Training Grant is only applicable to Singapore Citizens & Permanent Residents, and is subject to approval.

| Full Course Fee Before Funding | | Nett Course Fee (with GST) To Be Paid By Candidate After | | | |
|--------------------------------|----------|--|--------------------------|-------------------------------|-------------------------------|
| Before GST | With GST | SSG Training Grant @ 95% | SSG Training Grant @ 90% | SSG Training Grant @ S\$17/hr | SSG Training Grant @ S\$15/hr |
| \$200.00 | \$214.00 | \$24.00 | \$34.00 | \$44.00 | \$64.00 |



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