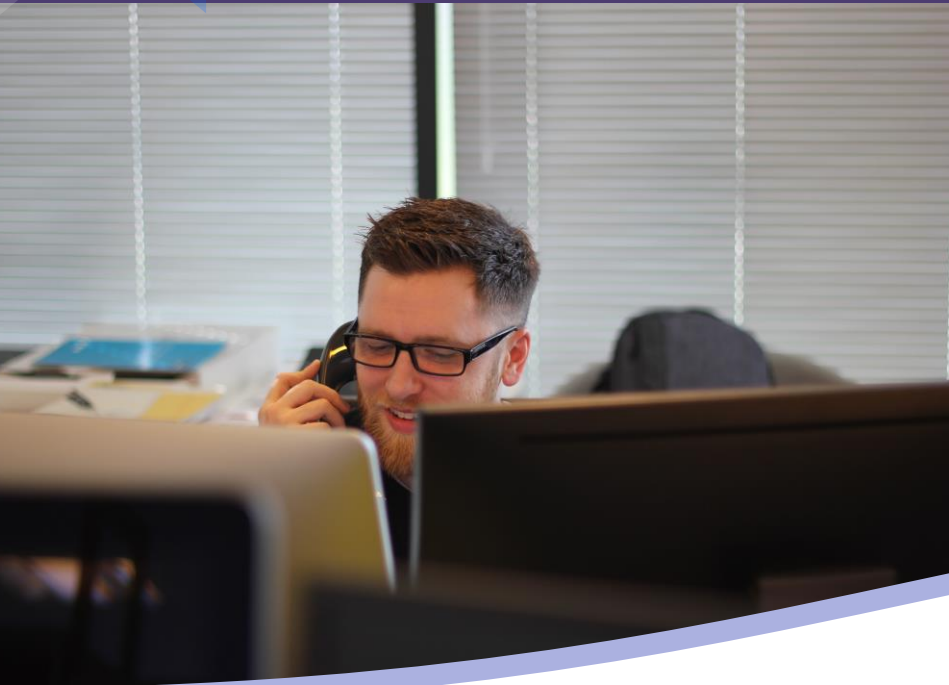


Customer Management - AOP

TGS-2018500775 Funding Validity Period : 01 Jun 2019 - 30 Nov 2022

WSQ Environmental Services Framework - Level 1

This course will equip learners with the necessary skills & knowledge required in maintaining good personal grooming and hygiene standards, proper interactions with customers and provide quality service delivery.



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

1. Understand types of service challenges
2. Understand characteristics of appropriate problem-solving tools and techniques
3. Identify customer needs and expectations
4. Identify areas of improvement as per customer feedback

Who Should Attend:

This course is meant for new entrance or currently working in the environmental services industry.

Training Hours: **2 Hours**

Assessment Hours: **1 Hour**

Assessment Method: **Simulated Performance, Oral Questions**

Mode of Training: **Classroom**

Entry Requirements: **Primary Education**

Please contact us for more details:

+ 65 6392 2966 | TM-Sales@LifelongLearning.sg | www.TrainingMasters.com.sg

Full Course Fee Before SSG Grant:		Net Course Fee (with GST) Payable By Candidate After:	
Before GST	With GST	SSG Training Grant @ 90%	SSG Training Grant @ \$17/hr
\$120.00	\$128.40	\$20.40	\$111.40

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



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