

# Customer Management

TGS-2020503545 Funding Validity Period : 26 May 2020 - 22 May 2024

## Environmental Services Framework - Level 2

This course will equip learners with the necessary skills and knowledge in managing customers with the goal of improving business relationships with customers to achieve customer satisfaction by providing excellent customer service.



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

1. Understand the methods to escalate areas of improvement to enhance customer experience
2. Understand methods to tailor customer experience
3. Understand the characteristics of appropriate problem-solving tools and techniques
4. Identify urgent customer needs through assessment
5. Carry out collection of customer feedback

### Who Should Attend:

This course is meant for employees currently working as cleaning operators and team leaders in the environmental services industry.

Training Hours: 14 Hours

Assessment Hours: 1.25 Hours

Assessment Method: Role Play, Written Assessment

Mode of Training: Classroom

Entry Requirements: Secondary Education

### Please contact us for more details:

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Full Course Fee Before SSG Grant:		Net Course Fee (with GST) Payable By Candidate After:	
Before GST	With GST	SSG Training Grant @ 70%	SSG Training Grant @ 50%
\$330.00	\$353.10	\$122.10	\$188.10

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



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