

Customer Management (Classroom & Asynchronous)

TGS-2018500679 Funding Validity Period : 01 Jun 2019 - 28 Nov 2022

Environmental Services Framework - Level 3

This course will equip learners with the necessary skills and knowledge in building relationships with customers.



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

1. Plan to meet internal and external customer requirements
2. Ensure the delivery of quality service
3. Monitor and review customer service

Who Should Attend:

This course is meant for employees currently in a supervisory or team leader roles with the technical skills and knowledge to supervise cleaning operations and cleaning operators.

Training Hours: **20 Hours**

E-Learning Hours: **2 Hours**

Assessment Hours: **1.5 Hours**

Assessment Method: **Role Plays, Case Study, Oral Questions**

Mode of Training: **Classroom & E-Learning**

Entry Requirements: **Lower Secondary**

**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 @ 70%	SSG Training Grant @ 50%
\$531.10	\$568.28	\$196.51	\$302.73

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



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