



**You'll need  
more than a smile  
if you want customers  
to remember you for  
more than awhile  
Equip yourself to identify  
and address customer  
needs to provide  
excellent service**

**Customer service requires more than just a smile.  
Truly memorable service excellence requires your team to**



### **Recognise**

the impact of one's professional image and persona on the organization



### **Demonstrate**

the characteristics and qualities of a service professional



### **Create**

a positive customer experience by offering customized and personalized service

**WE'RE HERE TO HELP!**



Hi there! my name is \_\_\_\_\_



To register, contact me at \_\_\_\_\_

A quality training programme by



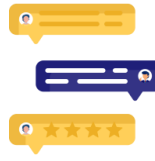
XLSE-SXO-0201-21L06

Join us for our 3 – day

# Service Excellence (Level 1) Course and learn how to



**Project a professional image and persona**



**Demonstrate effective communication skills when interacting with customers**



**Deliver go-the-extra mile service which exceeds customer expectations**



**Recognize customer's preferred choices based on their profile**



**Recognize customer demographics and their needs and expectations**



**Escalate feedback on areas of improvement to enhance customer satisfaction**

TSC Title

## Service Excellence

### Course Fees and Funding

| Full Course Fee (incl. GST)      | Subsidy          | Fees Payable <sup>[1]</sup> |
|----------------------------------|------------------|-----------------------------|
| <b>\$ 481.50</b>                 |                  |                             |
| <b>50% subsidy<sup>[2]</sup></b> | <b>\$ 225.00</b> | <b>\$ 256.50</b>            |
| <b>70% subsidy<sup>[3]</sup></b> | <b>\$ 315.00</b> | <b>\$ 166.50</b>            |

<sup>[1]</sup> Course Fees shown are inclusive of GST

<sup>[2]</sup> Applicable for Singapore Citizens & Permanent Residents aged 21 to 39 years

<sup>[3]</sup> Applicable for Singapore Citizens aged 40 years old and above / Applicable for SME Employer sponsored SGs or PRs; up to \$4.50/hr Absentee Payroll Funding Support applicable

All information shown is correct at the time of printing. XpRienz reserves the right to make changes at any time without notice in its absolute discretion.

### Course Information



Course Code  
**TGS-2019504522**



Course Delivery  
**Classroom Learning (EN)**



Course Duration  
**24 hours (3 days)**



Funding Validity Period  
**01 Oct 2020 – 26 Aug 2023**

**CONTACT US to book your slots today!**

Call **6438 9693** (XpRienz Hotline)

E-mail **enquiries@xprienz.com**

Training Provider

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