SERVICE EXCELLENCE LEVEL 1

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

CONTACT US to book your slots today!
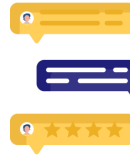
📞 Call **6438 9693** (XpRienz Hotline)

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

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 & Funding

Full Course Fee (incl. GST)		$ 490.50
	Subsidy	Fees Payable [1]
50% subsidy [2]	$ 225.00	**$ 265.50**
70% subsidy [3]	$ 315.00	**$ 175.50**

[1] Course Fees shown are inclusive of GST
[2] Applicable for Singapore Citizens & Permanent Residents aged 21 to 39 years
[3] 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.

Refund Policy
- Refund requests are subject to approval
- Any refund request must be submitted at least three days prior to the course start date
- Refund requests submitted less than three days before the start date will be rejected
- No refund will be issued once the course has commenced, or, if the participant does not complete the assessment
- Refund requests must be submitted in writing using a provided form
- All approved refunds and/or any other forms of refunds will be processed within 4-6 weeks after the course end date

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 2025