



Quality customer service positively impacts how others see your organization
Acquire the know-how to perform customer service in alignment with your organization's service vision!

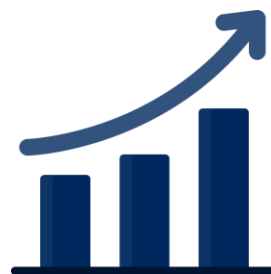
Demonstrating an organization's service vision is a cornerstone of any valuable employee and involves



Recognising one's role in contributing to the organization's vision, mission and values



Delivering service in accordance with the organization's vision, mission and values



Monitoring performance to ensure consistency with visions, missions and values

CONTACT US to book your slots today!

Call **6438 9693** (XpRienz Hotline).....

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

Training Provider

XPRIENZ
experience the difference

XPRIENZ PTE. LTD.
UEN 200409177Z

Join us for our 1 – day Demonstrate the Service Vision (SSF) Course and learn how to



Recognise the role one plays in contributing to the organization’s vision, mission and values



Demonstrate service delivery in accordance with the organization’s vision, mission and values



Monitor personal performance to ensure consistency with organizational vision, mission and values

TSC Title

Service Leadership

Course Fees & Funding





Full Course Fee (incl. GST)	\$ 163.50	
	Subsidy	Fees Payable ^[1]
50% subsidy ^[2]	\$ 75.00	\$ 88.50
70% subsidy ^[3]	\$ 105.00	\$ 58.50

^[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-2019504546
-  Course Delivery
Classroom Learning (EN)
-  Course Duration
8 hours (1 day)
-  Funding Validity Period
01 Jan 2020 – 16 Sep 2025