

Want to create exceptional service experiences and go beyond just meeting customers' expectations? You'll need to



Develop skills to anticipate and meet customer's expectations



Address service challenges effectively through conflict resolutions



Escalate the service complaints to the appropriate stakeholders effectively

CONTACT US to book your slots today!

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

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

Training Provider



Learn how to...



❖ **Identify common service challenge triggers** in the service environment



Recognize different triggers that may lead to potential service challenges



Recognize the importance of responding to service challenges and apply service recovery procedures



Identify principles of effective communication to address service challenges



Escalate unresolved service challenges using appropriate service escalation channels



Course Information

TSC Title

Service Challenges – I



Course Code

TGS-2024045386



Course Duration

8 hours (1 day)



Course Delivery

Classroom Learning (EN)



Funding Validity Period

10/05/24 – 09/05/26



Fees & Funding

Full Course Fee^[1] **\$218.00**

50% Subsidy^[2] **\$118.00**

70% Subsidy^[3] **\$78.00**



T&C's

^[1] Course Fees shown are inclusive of **9% 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

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

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.

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