

Deliver Service Excellence (16 hrs)

COURSE OVERVIEW

On completion of this module, participants will have the knowledge and skills to apply organisational/Changi Airport's service values to provide excellent customer service, after sales follow-up, use and update customer database to enhance sales performance.

Course Content:

1 Apply Organisational Service Values and Systems

The participant will learn to utilise the organisation/Changi Airport's systems and procedures to deliver service tasks, and make service delivery decisions in alignment with the organisation/Changi Airport's service culture and values.

2 Contribute to Service Team Effectiveness

The participant will learn how to enhance the organisation/Changi Airport's image by projecting a role model behavior within the team and participate constructively in a service team to achieve team objectives. He or she will also be trained to identify and resolve problems through customer feedback.

3 Follow up Post Sales/Service Support

The participant will learn to provide assurance to customers on after sales service and advise them on factors which may impact fulfillment of the service delivery promise. He or she will also learn to respond promptly to customers to resolve any post service delivery problems.

4 Utilise and Update a Customer Database

The participant will learn to update the customer database accurately, record purchases related to customer clubs and reward schemes where required, and notify customers of products and services of possible interest to maximise sales returns.