

Competency Unit: Interact with Customers

COURSE OVERVIEW

This competency unit develops skills, knowledge and attitudes required by persons working under supervision to deliver service to customers.

This competency unit consists of the following elements:

1. Deliver service to customers professionally
2. Respond to customer issues/complaints
3. Handle exchanges, returns and refunds

This unit is within the competency category of *Sales and Customer Service* and is one of the core modules leading to the WSQ Certificate in Retail Operations.

The main target audience of this module is the service and sales staff from the retail outlets of various service industry sectors.

Training Hours (inclusive of assessment): 24 hours

This module is also available in Mandarin.

Course Fee with subsidy: \$38 (before prevailing GST) for Singaporeans & PRs only (w.e.f. 1st Jan 2012)

For enquiries or registration, please call **6222 7477** (Mon to Fri: 8.30 am – 5.30 pm). Alternatively, email us at courses@sirs.edu.sg