

Competency Unit: Provide GEMS Service

(I) Course Objectives & Overview

- The module aims to prepare participants to provide "extra mile service" to their customers.
- The programme focuses on the importance of having the right service mindset and how the 'extra mile service' benefits themselves as well as the organisation.
- Upon completion of the course, participants should have gained confidence in serving their customers by identifying customer needs, applying effective communication techniques and understanding the types of service behaviours that truly make an exceptional difference to the customer.

(II) Course Coverage

The course covers:

- Prepare for Extra Mile Service
- Go beyond first impression
- Go the Extra Mile Interaction

(III) Award:

Upon successful completion of this module, participants will be awarded one (1) nationally recognized Statement of Attainment (SOA) issued by the Singapore Workforce Development Agency (WDA).

(IV) Target Audience

This module is suitable for existing retail and/or service staff or those aspiring to join the retail and service industry.

(V) Training Duration: 16 hours

(VI) Subsidised Course Fee: \$30 for Singaporeans & PRs only (before prevailing GST) (w.e.f. 1st Dec 2010)

For enquiries or registration, please call 6222 7477 (Mon to Thu: 8.30 am – 6 pm and Fri till 5.30pm). Alternatively, email us at courses@sirs.edu.sg