

SERVICE EXCELLENCE PROGRAMME

For Supervisors

Service Excellence WSQ Supervisory modules aim to provide participants with knowledge and skills in facilitating service teams and continual improvement in service delivery within the organisation, including areas such as customer relationships building, service innovation processes and coaching of service teams and individuals.

TARGET PARTICIPANTS

The modules are targeted at the supervisory staff from various service industries, including:

- Retail
- Hospitality
- Food & Beverage
- Healthcare
- Government / Public Services
- Finance & Banking



Lead a Service Team (30 hours)

Competency Elements

- A. Plan to achieve team service outcomes
- B. Develop team cohesion
- C. Participate in and facilitate a service team
- D. Coordinate with management on issues relating to service delivery

Build Relationships with Customers (24 hours)

Competency Elements

- A. Build customers' confidence
- B. Maintain and develop customer relations
- C. Handle referred difficult customers

Implement Continual Improvements in Service Delivery (24 hours)

Competency Elements

- A. Prepare work team for continual improvement
- B. Execute action plan for continual improvement
- C. Monitor and evaluate results of action plan for continual improvement
- D. Address gaps in targets

Lead a Team to Participate in Service Innovation Processes (16 hours)

Competency Elements

- A. Prepare to lead a team to participate in service innovation processes
- B. Guide a team participating in service innovation processes
- C. Sustain service innovation effort within a team

Coach Service Teams and Individuals (16 hours)

Competency Elements

- A. Prepare for coaching
- B. Coach service teams and individuals on the job to achieve service objectives
- C. Evaluate and follow up service coaching

Subsidised Course Fee

Singapore Citizen and Permanent Resident \$45/module (before prevailing GST)

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