

CONTRIBUTE TO CUSTOMER SERVICE OVER VARIOUS PLATFORMS

(This programme is conducted in partnership with SQ Centre)

DESCRIPTION

This unit covers knowledge and application skills to leverage on available organisational resources when engaging with customers over various platforms. It also includes portraying professional etiquette and escalating feedback received over various platforms.

TARGET PARTICIPANTS

- Customer-facing staff
- Customer Service Representatives
- Call Centre Officers
- Store Advisors
- Service Crew

DURATION

1 day (8 hours)

LEARNING OUTCOMES

- Leverage on organisational resources when engaging with customers over various platforms
- Portray professional etiquette when responding to customers over various platforms in accordance with organisational guidelines
- Escalate feedback received over various platforms in accordance with the organisation's guidelines

COURSE CONTENTS

- **Leverage on organisational resources when engaging with customers over various platforms**
 - Use platforms such as telephone, emails and social media to handle enquiries, feedback and service issues
 - Utilise resources such as customer relationship management database, policies and frequently-asked questions (FAQ) when engaging customers
- **Portray professional etiquette when responding to customers over various platforms in accordance with organisational guidelines**
 - Apply principles of effective communication such as the use of customer-friendly language, active listening and checking for understanding
 - Observe etiquette and organisation's guidelines when communicating over the telephone and emails with customers
- **Escalate feedback received over various platforms in accordance with the organisation's guidelines**
 - Use appropriate methods to capture feedback and escalate to supervisors and other relevant parties
 - Provide relevant information such as the details of the feedback, impact and suggestions for improvements

BUSINESS FUTURE

C O N S U L T I N G

LEARNING METHODOLOGY

- Mini-lectures
- Group discussions
- Role-plays
- Quizzes
- Videos

ASSESSMENT

Participants are required to undertake assessments which may take the form of:

- Learning journal
- Role-play
- Oral question

Participants who fulfill all requirements will receive a Statement of Attainment (SOA) issued by the Singapore Workforce Development Agency (WDA).

COURSE FEES

WDA-funded Course Fee*	:	\$22.47 nett
Full Course Fee	:	\$224.70 nett

All fees stated are inclusive of 7% GST.

(*90% course fee support for Singaporeans/SPRs only. Conditions apply)