



Customer Management in Environmental Services (Level - 3)

COURSE OVERVIEW

This course focuses on the essential skills and knowledge needed to manage customers effectively in the environmental services industry. Level 3 is designed for cleaning supervisors in Singapore, providing practical strategies for building strong customer relationships, resolving issues efficiently, and delivering exceptional service.

COURSE CONTENT

1. Collaborate, analyses and prepare the Service Operations Plan in accordance with internal and external customer requirements, organizational quality service objectives and service risks.
2. Deploy service quality improvement tools and generate solutions to solve service abnormalities in the Service Operations Plan.
3. Select and implement solution, and evaluate its effectiveness to re-fine the Service Operations Plan.

WHO SHOULD ATTEND THIS COURSE?

The job role(s) / occupations that this unit would be relevant to may include the following parties related to / in the process industry:

- Team Leaders and Supervisors
- Customer Service Managers
- Manager
- Aspiring Supervisors
- Operations Coordinators
- HR or Training Specialists
- Industry-Specific Service Professionals.

PRE-REQUISITES / ASSUMED SKILLS AND KNOWLEDGE

Learners are assumed to:

1. Have basic supervision skills
2. Have basic knowledge of the Singapore Workplace Safety and Health requirements
3. Have basic knowledge of Safety management system
4. Have basic knowledge of personal protective equipment (PPE)
5. Be able to follow written and oral work instructions
6. Be able to listen, read, speak and write English at a proficiency level equivalent to the Employability Skills System (ESS) level 3
7. Be able to manipulate numbers at a proficiency level equivalent to Employability Skills System (ESS) level 3.

COURSE DURATION: 8 Hours (Including 1 Hour Assessment)

ASSESSMENT: Written Test (MCQ) / Theory & Practical

ATTENDANCE: 100% Required

PASSING MARK: 75% each assessment Mode

CERTIFICATION: *Upon successful completion of the course a Statement of Attainment (SOA) will be awarded by Skills Future Singapore Agency (SSG)

FUNDING: SDF Funding available (subject to WSg Terms & Conditions)

VENUE: 1. 116 Lavender Street, #02-01, Pek Chuan Building, Singapore 338730.

(Or)

2. 48 Toh Guan Road East, #04-149 Enterprise Hub, Singapore 608586

PRICE: SGD \$300.00 + GST

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