

SERVICE EXCELLENCE (OPERATIONS)

WSQ Certificate in Service Excellence

A WSQ Statement of Attainment (SOA) awarded by SSG will be issued if you achieve a minimum of 75% attendance and certified as "Competent" in the assessment.

TAKEAWAYS - Learn how to handle challenging situations and diversity
 - Identify customer needs, apply effective communication techniques, and understand the types of service behaviours that truly make an exceptional difference to the customer

Core Modules

1. Certified Service Professional (CSP)
(Ver 2 Track 2)

Self-Sponsored

SDF: \$139.10 | MCES: \$69.55
WTS: \$34.80 | YM: \$13.90

Company-Sponsored

SMEs
SDF/MCES: \$69.55 | WTS: \$34.80

Duration per module: 32hrs

Fees per module: \$695.50

2. Engage in Service Innovation Initiatives
3. Implement Operations for Service
4. Work in a Diverse Service Environment

Self-Sponsored

SDF: \$64.20 | MCES: \$32.10
WTS: \$16.05 | YM: \$6.40

Company-Sponsored

SMEs
SDF/MCES: \$32.10 | WTS: \$16.05

Duration per module: 16hrs

Fees per module: \$321.00

5. Contribute to Customer Service over Various Platforms
6. Demonstrate the Service Vision

Self-Sponsored

SDF: \$47.10 | MCES: \$19.25
WTS: \$9.65 | YM: \$4.70

Company-Sponsored

SMEs
SDF/MCES: \$19.30 | WTS: \$9.60

Duration per module: 8hrs

Fees per module: \$192.60

ENTRY REQUIREMENTS

- WPLN level 4 - 5
- GCE 'N' level with C6 in English
- NITEC in any field
- At least 1 year working experience
- Able to communicate and express confidently

SIGN UP NOW!

*Terms and Conditions apply. All prices are inclusive of 7% GST

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Skills Development Fund (SDF) - Singapore Citizen/PR, aged 21 years
 SkillsFuture Mid Career Enchanced Subsidy (MCES) - Singapore Citizen, aged 40 years and above
 Workfare Training Support (WTS) - Employed Singapore Citizen, aged 35 years and above, earning not more than \$2000 per month
 Yayasan Mendaki (YM) Subsidy - Employed/Unemployed Malay/Muslim Singapore Citizen/PR