

# 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