



SERVICE EXCELLENCE (SUPERVISORY)

WSQ Advanced Certificate in Service Excellence

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

- TAKEAWAYS**
- Acquire skills and knowledge to lead and coach service team with confidence
 - Encourage and coordinate a team to participate in the planning, executing, monitoring and evaluating of continual improvements in service industry

Core Modules

1. Role Model the Service Vision
2. Manage Operations for Service Excellence
3. Coach for Service Performance
4. Manage a Diverse Service Environment
5. Establish Relationships for Customer Confidence
6. Manage Service Performance

Self-Sponsored

SDF: \$72.75
 MCES: \$36.40
 WTS: \$18.20
 YM: \$14.55

Company-Sponsored

SMEs
 SDF/MCES: \$36.40
 WTS: \$18.20

Duration per module: 24hrs Fees per module: \$363.80

Elective Module

Acquire Industry Knowledge

Individuals can also take electives from Level 1, 3 or 4 within the Service Excellence Competency (SVCF) WSQ Framework or other WSQ frameworks.

Self-Sponsored

SDF: \$79.20
 MCES: \$22.45
 WTS: \$11.25
 YM: \$15.85

Company-Sponsored

SMEs
 SDF/MCES: \$22.50
 WTS: \$11.25

Duration per module: 8hrs Fees per module: \$224.70

ENTRY REQUIREMENTS

- WPLN Level 5
- GCE 'O'/'N' Level with C6 in English
- Higher NITEC in any field
- Direct entry for WSQ Operations level trainees
- At least 2 years working experience
- Able to read and write forms and reports
- Able to communicate and express confidently
- Able to calculate and prepare budget

SIGN UP NOW!

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

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