



## **Service Excellence**

### **Course Overview**

The Service Excellence Competency Framework (SV CF) provides a whole-of-company capability development roadmap for organisations embarking on their service excellence journey.

The SV CF is designed to help organizations create and define their desired service experiences through building organisational capabilities for innovation and productivity.

### **Learning Outcomes**

- 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

### **Who is it for?**

The two-day programme is catered for Customer Service & Service-related professionals