

WSQ Achieve Service Vision

SOA: Service Leadership

Description

This course provides participants with the knowledge and practical application skills to effectively demonstrate their organization's service vision and align their daily actions with it. Learners will explore what a service vision is, why it matters, and how it drives customer satisfaction and organizational success. The course emphasizes the importance of recognizing the role each individual plays in contributing to the overall service vision, fostering accountability, teamwork, and consistency in service delivery. By the end of the course, participants will be able to translate the organization's service values into meaningful behaviors, ensuring they contribute positively to the customer experience and long-term organizational goals.

Who is this Course For?

The target audience includes:

- Customer-facing staff
- Customer Service Representatives
- Call Centre Officers
- Store Advisors
- Service Crew

Course Objectives

By the end of this course, learners will be able to:

- Recognise the role one plays in contributing to the organisation's vision, mission and values.
- Demonstrate service delivery in accordance with the organisation's vision, mission and values.
- Monitor own performance to ensure consistency with the organisation's vision, mission and values.

Course Duration

8 Hours

Course Reference No.

TGS-2019504422

Mode of Training

Classroom

Funding Validity

Till 25 Aug 2026

Full Fee \$200

(Subject to 9% GST)

Pricing	Funding	Nett Fee (After GST)
SME OR SINGAPOREAN AGE 40 AND ABOVE	70%	\$78
NON-SME OR SINGAPOREAN AGE 21 TO 39 OR PR	50%	\$118

Subsidies available: SFC, SFEC, PSEA

As pre-requisites may differ by course, we strongly encourage you to review the details and contact us for any clarification.



Course Content

Learning Unit 1: Recognise the role one plays in contributing to the organisation's vision, mission and values

- Organisation Vision
- Mission
- Values
- Service Vision
- Identify your Role in contributing to your organisation's vision, mission and values
- See significance and impact of your role within service value chain
- Comprehend the standard in which one is required to perform the role and how it affects the realisation of the organisation's vision, mission and values

Learning Unit 2: Demonstrate service delivery in accordance with the organisation's vision, mission and values

- Delivery service in accordance with the organisation's vision, mission and values
- Demonstrating behaviour consistent with the organisation's branding guidelines
- Methods in delivering service according and in consistent to the organisation vision, mission, values and service vision.

Learning Unit 3: Monitor own performance to ensure consistency with the organisation's vision, mission and values

- Importance of monitoring performance
- Monitor own performance
- Reflective journals
- Obtain feedback from External customers
- Obtain feedback from Internal customer
- Summary

