

WSQ Achieve Service Vision



COURSE DURATION

8 Hrs



COURSE REFERENCE NO.

TGS-2019504422



MODE OF TRAINING

Classroom



FUNDING VALIDITY

Till 25 Aug 2027

This course covers knowledge and application skills in demonstrating the organisation's service vision, and recognising the role that one plays in contributing to the service vision.

Who Is This Course For

- 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

FULL FEE

\$200

(Subject to 9% GST)

NETT FEE AFTER FUNDING

\$78

SME OR Singaporean age 40 and above (Subject to 9% GST)

70% Course Fee Funded

\$118

Non-SME OR Singaporean age 21 to 39 OR Singapore PR

(Subject to 9% GST)

50% Course Fee Funded

Subsidies Available
Individual

SkillsFuture Credit
PSEA



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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 customers
- Summary



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