

WSQ Manage Customer Services (SSF)

Key items	Course
Course Title:	Manage Customer Services (SSF)
Course Reference No.:	TGS-2019502764
Course Unit Code:	FSS-CEX-4040-1.1
Funding Availability:	<ul style="list-style-type: none"> • SkillsFuture Funding (Baseline) • SkillsFuture Mid-career Enhanced Subsidy • SkillsFuture Enhanced Training Support for SMEs • SkillsFuture Credit (SFC) • Post-Secondary Education Account (PSEA)
Course Overview:	This 3-day course aims to develop knowledge, skills and attitude in learners to manage customer service in F&B establishments, including continuous improvement of customer service system.
Who Should Attend:	This course will benefit F&B personnel involved responsibilities in managing customer service in the organization, such as; Operation Managers, Multi-Outlet Managers, Outlet Managers and Assistant Outlet Managers in F&B service.
Course Objectives:	Through our experiential classroom training, learners will learn how to: <ul style="list-style-type: none"> • Establish customer service standards • Implement customer service standards • Maintain and monitor customer service standards • Improve customer service system
Course Duration:	27 hours (Classroom Training – 24 hours, Assessment – 3 hours)
Course Fees:	\$750
Mode of Instruction:	<ul style="list-style-type: none"> • Lecture • Discussion • Demonstration / Practice • Role Play • Observation / Feedback
Mode of Delivery:	Part-time/Full-time
Mode of Assessment:	At the end of the module, learners are required to complete a total of 3 hours of assessment, comprising a written assessment, case studies and role play.
Attendance Requirement:	A 75% minimum attendance is required for learner to be eligible to complete a WSQ Qualification
Passing Criteria:	Learners must be deemed 'C' Competent in all the assessment components to pass.
Qualification:	Upon successful completion of course and assessment, learners will be awarded a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).
Entry Qualification:	<ul style="list-style-type: none"> • Learners must have a minimum pass in English (C6) for GCE 'O' Level Certificate and above or its equivalent (i.e. WSQ Work Place Literacy and Numeracy Skills Level 5). • For learners who do not meet the minimum requirements, an oral interview would be conducted to determine suitability for the course
Average Teacher to Student Ratio:	1:12

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Self-sponsored	Course Fee	Grant Amount (Subject to SSG's Approval)	Payment Amount
SkillsFuture Funding (Baseline) <ul style="list-style-type: none"> 50% of course fees Age >=21 years 	\$750.00	\$325.00	\$375.00*
SkillsFuture Mid-Career Enhanced Subsidy <ul style="list-style-type: none"> 70% of course fees Age >=40 years 		\$525.00	\$225.00*
Full Course Fee (Foreigners)		N.A	\$750.00
*SkillsFuture Credit Funding: <ul style="list-style-type: none"> Offset Payment Amount Singaporeans only >= 25 years 			
Self-sponsored Do note that the training grants disbursement criteria for Self-Sponsored learners are; <ul style="list-style-type: none"> Trainee has not obtained course fee fundings previously (same course title/course reference code/skills code) Course fees have been fully paid by trainees themselves; Trainee met 75% attendance requirement; and Trainee passed assessments (where applicable) 			
Company-sponsored Please note that there is employer-employee relationship and CPF contribution for employer-sponsored trainees. Should grant disbursement be rejected due to wrong company/UEN provided to Avanta, company is liable to pay the full course fees without grant.			
Non-SME	Course Fee	Grant Amount (Subject to SSG's Approval)	Payment Amount
SkillsFuture Funding (Baseline) <ul style="list-style-type: none"> 50% of course fees Singapore Citizens and Permanent Residents 	\$750.00	\$325.00	\$375.00*
SkillsFuture Mid-Career Enhanced Subsidy <ul style="list-style-type: none"> 70% of course fees Age >=40 years 		\$525.00	\$225.00*
Full Course Fee (Foreigners)		N.A	\$750.00
Note: Absentee Payroll Funding: 80% of hourly basic salary, capped at \$4.50/hr. All T&Cs apply.			
SME Registered and operating in Singapore with at least. 30% local shareholding, group annual sales turnover of <\$100 million or group employment size >= 200 workers			
SkillsFuture Enhanced Training Support for SMEs <ul style="list-style-type: none"> 70% of course fees Singapore Citizens and Permanent Residents 	\$750.00	\$525.00	\$225.00*
Full Course Fee (Foreigners)		N.A	\$750.00
Note: Absentee Payroll Funding: W.E.F. 1 Jan 2022, AP hourly rate will be standardised at \$4.50 per hour and Enterprise-level AP funding will be capped at \$100,000 per calendar year. All T&Cs apply.			
Company-sponsored Do note that the training grants disbursement criteria for Company-Sponsored learners are; <ul style="list-style-type: none"> Trainee has not obtained course fee fundings previously (same course title/course reference code/skills code) Course fees have been fully paid by sponsored company Trainee met 75% attendance requirement Trainee passed assessments (where applicable); and There is employer-employee relationship and CPF contribution for employer-sponsored trainees. 			

***Please note that prices are subject to change and grant amount is subjected to change and final approval by SSG.**