

## CALENDAR FOR PUBLIC RUN PROGRAMS BY SERVICEWORKS

| S/N | PROGRAMS                      | MAY 2008  | JUNE 2008              | JULY 2008            | AUGUST 2008         | SEPTEMBER 2008       | OCTOBER 2008           | NOVEMBER 2008          |
|-----|-------------------------------|-----------|------------------------|----------------------|---------------------|----------------------|------------------------|------------------------|
| 1   | Service Champion              | Nil       | 23,24,30 Jun<br>1 July | 17,18,<br>24,25 July | 21,22,<br>28,29 Aug | 18,19,<br>25,26 Sept | 30, 31 Oct,<br>6,7 Nov | 30, 31 Oct,<br>6,7 Nov |
| 2   | Handling Difficult Situations | 6,7 May   | Nil                    | 7, 8 July            | 12,13 Aug           | Nil                  | 7,8 Oct                | 10,11 Nov              |
| 3   | Service Skills for Sales      | 22,23 May | Nil                    | 10,11 July           | Nil                 | Nil                  | 9,10 Oct               | 13,14 Nov              |
| 4   | Positive Image through Phone  | 21-May    | Nil                    | 09-Jul               | 20-Aug              | 17-Sep               | 15-Oct                 | 05-Nov                 |
| 5   | Handling Service Recovery     | 8,9 May   | Nil                    | 28,29 July           | 14,15 Aug           | 8,9 Sept             | 16,17 Oct              | Nil                    |
| 6   | Mastering self for service    | Nil       | 25-Jun                 | 30-Jul               | 27-Aug              | 24-Sep               | 22-Oct                 | 12-Nov                 |
| 7   | Service Recovery Management   | Nil       | 26,27 Jun              | 31July,1 Aug         | 31July,1 Aug        | 11,12 Sept           | 23 24 Oct              | Nil                    |
| 8   | Service Leaders in Acton      | Nil       | Nil                    | 14,15,<br>21,22 July | 18,19,<br>25,26 Aug | 22,23,<br>29,30 Sept | 13,14,<br>20,21 Oct    | Nil                    |
| 9   | Serving Internal Customer     | Nil       | Nil                    | 3, 4 July            | 4, 5 Aug            | 15,16 Sept           | Nil                    | 3,4 Nov                |
| 10  | Business Writing              | Nil       | 23-Jun                 | 23-Jul               | 11-Aug              | 18-Sep               | 06-Oct                 | 17-Nov                 |



### INFORMATION ON PUBLIC RUN PROGRAMS

| S/N | PROGRAMS                      | COST PER PAX | SDF FUNDING | NET FEE FOR SMES PER PAX | NET FEE FOR NON-SMES PER PAX | DURATION   | NO OF HRS |
|-----|-------------------------------|--------------|-------------|--------------------------|------------------------------|------------|-----------|
| 1   | Service Champion              | \$1,200.00   | Yes         | \$1,072.00               | \$1,136.00                   | 2 + 2 days | 32        |
| 2   | Handling Difficult Situations | \$380.00     | Yes         | \$324.00                 | \$352.00                     | 2 days     | 14        |
| 3   | Service Skills for Sales      | \$400.00     | Yes         | \$344.00                 | \$372.00                     | 2 days     | 14        |
| 4   | Positive Image through Phone  | \$250.00     | Yes         | \$222.00                 | \$236.00                     | 1 day      | 7         |
| 5   | Handling Service Recovery     | \$650.00     | Yes         | \$594.00                 | \$622.00                     | 2 days     | 14        |
| 6   | Mastering self for service    | \$350.00     | No          | Nil                      | Nil                          | 1 day      | 7         |
| 7   | Service Recovery Management   | \$980.00     | Yes         | \$924.00                 | \$952.00                     | 2 days     | 14        |
| 8   | Service Leaders in Acton      | \$1,700.00   | Yes         | \$1,572.00               | \$1,636.00                   | 2 + 2 days | 32        |
| 9   | Serving Internal Customer     | \$600.00     | Yes         | \$536.00                 | \$568.00                     | 2 days     | 16        |
| 10  | Business Writing              | \$400.00     | No          | N.A.                     | N.A.                         | 1 day      | 8         |