

Mastering Self for Service

Who should attend

Everyone

Duration

1 days (7 hours)

Program Fee

S\$350.00 per participant

SDF funding:
\$2/ hour (non-SME)
\$4/hr (SME)

Course

Cancellation

In the event that participant cannot attend the event, substitute delegate is allowed.

There will be no refund for cancellation

Course Aim

The aim of this program is to enable the service provider to master his/her self first before providing service to others.

Course Outline

Self-Esteem

- Knowing yourself
- Techniques to elevate self-esteem

Etiquette in Service

- Dos & Don't's

Language

- Saying it right
- Louder than words – your body speaks

Finesse in Service

- Managing physical Self using 6 senses
- Posture
- Movement
- Mannerism
- Charisma

Training Methods

- Lectures
- Group Discussions and Sharing
- Hands-on practice
- Demonstration, Role-play

Unique Benefits

- Main focus will be on application, so that the participant can practice and be guided by the facilitator
- Immediate changes and effects noticeable during session

ServiceWorks

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You may register by
downloading the registration
form and send it to us through:

- 1) Email
- 2) Mail
- 3) Phone
- 4) Fax