

# Service Champion

## Who should attend

Staff who has direct contact with external customers, frontline personnel, customer service officers, service technicians, marketing representatives etc.

## Duration

2+2 days (32 hours)

## Program Fee

S\$1,200.00  
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

At the end of the course, participants will be able to:

- Understand the importance and meaning of service
- Examine how their individual attitude and behavior affect service level
- Adopt a customer-focused mindset to achieve service excellence

## Course Outline

### **Topic 1 – Defining Service Excellence**

- What is service and why service
- Mapping the service mind
- Self-reflection and motivation using 4C<sup>®</sup> mindset

### **Topic 2 – Service Mindset**

- Develop greater self awareness as service provider
- Learn the importance of taking ownership and pride

### **Topic 3 – Service Partnership**

- Develop positive and constructive communication attitudes
- Develop positive working relationships with service partners

### **Topic 4 – Service Principles**

- Use service principles to plan and provide excellent service
- Learn to work as a team in delivering service excellence

### **Topic 5 – Champion in Action**

- Develop the attributes of a service champion
- Demonstrate and practice being a service champion
- Make transformational decisions on mindset change

## **Training Methods**

- Lectures
- Experiential learning activities
- Group discussions & actual work discussions
- Outdoor activities

## Unique Benefits

- Conducive environment for participants to self reflect on their service attitude
- Personal growth and development for individuals
- Experiential and motivational throughout the entire program

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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