

Service Recovery Management

Who should attend

Service Leaders,
Managers, Heads of
Department.

Duration

2 days (14 hours)

Program Fee

S\$980.00 per participant
(Lunch is provided)

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, the trainee will be able to
plan and implement Service Recovery in the
organization

Course Outline

Winning Mindset

- Service Roles
- ABC Principle of Service
- Service Recovery Principle

Service Recovery Implementation

- Understand value of Customers
- Identify Service Breakdowns
- Preventing Service Breakdowns
- Service Recovery Goals & Measures
- Service Recovery Strategy and Actions
- Service Recovery Systems

Service Recovery System Assessment

- Assessment of Service Recovery Systems (SRS) ©
- Action plans to bridge gaps in SRS

Training Methods

- Lectures and Group Discussions
- Case Studies
- Role-play

Unique Benefits

- Practical steps taught by experts who are practitioners
- Practical and useful actions and strategies that can be applied at the workplace immediately
- Service Recovery System Framework will be given

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