

Applicants' details

Company name	:	
Job Title	:	
Application for SDF	:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Salutation	:	<input type="checkbox"/> Dr <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms
Participant's Name (Last name + Given Name)	:	
Email	:	
Office number	:	
Mobile	:	

Payment details:

Cheque Amount	:	
Cheque No	:	
Date of Issue	:	

*Cheques should be crossed and made payable to 'ServiceWorks Pte Ltd'

TERMS AND CONDITIONS

Registration:

1. Participants may register through the following means:
 - a. Email to operations@serviceworks.com.sg
 - b. Call us at (65) 6284 4680
 - c. Mail your registration form to 780 Upper Serangoon Road , #02-04 Choon Kim House S(534649)
 - d. Fax your registration form to us at 6284 4908
2. Payment of course fee is required for confirmation of a place in the course. Post dated cheques will not be accepted.
3. To maximize the effectiveness of our training program, ServiceWorks reserves the right to limit the number of attendees per class.

Mode of Payment:

Please make cheque payable to ServiceWorks Pte Ltd and mail it to us at 780 Upper Serangoon Road , #02-04 Choon Kim House S(534649).

Cancellation Policies:

ServiceWorks reserves the right to reschedule or cancel the course and change the venue and trainers due to unforeseen circumstances.

In the event that participants could not attend the training courses, a substitute delegate is allowed. There will be no refund for cancellation.

Indemnity

All notes, handouts and other materials given to the participants are the intellectual property right of ServiceWorks Pte Ltd and are given to the registered participants as consideration for course usage. The participants agree to respect such intellectual property right and shall not distribute such materials without prior written consent of ServiceWorks Pte Ltd.

The participant shall indemnify ServiceWorks Pte Ltd for any loss or damages to property, equipment or loss due to the disruption of a class as a result of the participant's conduct or actions.

ServiceWorks

LIST OF PROGRAMS

PROGRAMS	TARGET PARTICIPANTS	NO OF DAYS	TIMING	COST PER PAX	VENUE	DATE	Pls tick course(s) of enrolment
1. Service Champion (SDF)	Front liners	2 + 2	9am – 6pm	\$1200	Serangoon Garden Country Club / NUS extension Parkmall		<input type="checkbox"/>
2. Handling Difficult Situations (SDF)	Front liners	2	9am – 5pm	\$380	NUS extension Parkmall / HDB Hub		<input type="checkbox"/>
3. Service Skills for Sales (SDF)	Front liners	2	9am – 5pm	\$400	NUS extension Parkmall / HDB Hub		<input type="checkbox"/>
4. Positive Image through Telephone (SDF)	All	1	9am – 5pm	\$250	NUS extension Parkmall / HDB Hub		<input type="checkbox"/>
5. Handling Service Recovery (SDF)	Front liners	2	9am – 5pm	\$650	NUS extension Parkmall / HDB Hub		<input type="checkbox"/>
6. Mastering Self for Service	Front liners	1	9am – 5pm	\$350	NUS extension Parkmall / HDB Hub		<input type="checkbox"/>
7. Service Recovery Management (SDF)	Managers, Service Leaders	2	9am – 5pm	\$980	Serangoon Garden Country Club / Downtown east		<input type="checkbox"/>
8. Service Leaders in Action (SDF)	Managers	2 + 2	9am – 6pm	\$1700	Serangoon Garden Country Club / Downtown east		<input type="checkbox"/>
9. Serving Internal Customers (SDF)	All	2	9am – 6pm	\$600	NUS extension Parkmall / HDB Hub		<input type="checkbox"/>
10. Business Letter-Writing	Managers, Supervisor, Technical Professionals	1	9am – 6pm	\$400	NUS extension Parkmall / HDB Hub		<input type="checkbox"/>