

Synopsis

To provide exceptional service excellence, one must equip oneself with the right mindset and skillset to create a positive customer experience and escalating areas of improvement. Let this training equip you with the important skills in personal branding projection in image presentation, etiquette in behaviour and communication skills in interaction, as you impress and wow your customers at the workplace.

Venue

111 Somerset Road, TripleOne Somerset #07-07, Singapore 238614 (nearest MRT Station - Somerset)

Duration, Time and Delivery Format

- 8 hours (inclusive of 1 hour of assessment)
- 9.00am to 6.00pm
- In-person classroom training

Fees

• Full course fee of S\$300.00

Contents

- Personal Branding at the Workplace and Service Excellence
- Professional Image in Colour Analysis, Body Shape Analysis and Dressing Guidelines
- Business Etiquette and Mannerism
- Effective Communication at the Workplace
- Public Relation Skills at the Work Place
- Putting it all together: Case Studies and Discussion (with assessment)

(* Minimum 75% attendance is required for completion of course

- For SG 40 & above, and SME Sponsored SG/SPR employee:
 - -- S\$90.00 nett (70% fee subsidy)
 - For SG below 40 years of age and SPR:
 - -- S\$150.00 nett (50% fee subsidy)

(* Payment by PayNow or cheque)

Note: Skillsfuture Credits- and/or Absentee Payroll subsidy- eligible!

Contact us now!

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