

TO ACHIEVE RESULTS Control Con

COURSE CODE: TGS-2022012538

Certification

Learners will be awarded with a Statement of Attainment (SOA) by SkillsFuture Singapore (SSG)

COURSE OVERVIEW

The course objective is to enable the participant to manage organisational systems that ensure products and services are delivered to standards agreed by the organisation. Participants will be able to achieve service goal by executing service operation plan.

DURATION: 2 DAYS / 16 HOURS

MODE: IN-PERSON (ON SITE)

Top 3 Reasons Why Excellent Customer Services

Is Important To Your Organisation

Satisfaction & Loyalty

Offering superior customer service will increase the likelihood of repeat business.

Reputation & Brand Image

An excellent customer service helps build trust, and creditability, which can lead to long-term success.

Competitive Advantage

Exceptional customer service can be the deciding factor for customers choosing one company over another.

Academies Australasia Group -

Established in 1908, Academies Australasia Group has been operating for more than 112 years and listed on Australian Securities Exchange for more than 44 years. It has a long and successful experience in education with 18 colleges across Australia and Singapore, offering over 180 qualifications across its campuses in Sydney, Melbourne, Adelaide, Perth, Brisbane, Gold Coast, Armidale, Dubbo and Singapore. Our students come from over 130 countries from around the world, and are proud of our diverse student population. This diverse student population creates a truly unique learning experience for our students. In Singapore, Academies Australasia College (AAC) offers English language courses, Singapore Government School Preparatory courses, Diploma, Advanced Diploma, Australian standard courses and Top-up Degree-Programmes.



Course Topics

Importance of Customer Service

- · Develop Service Goals
- Learn from Great Customer Service

Customer Focused Strategy

- Implement Customer Focused Culture
- Track metrics (Churn Rate / NPS / CLV)
- Develop End-User based Solution

Service Operation Plan

- · Components & Creation
- Communicate & Implementing the Plan
- **Drivers for Service Performance**

Feedback for Continuous Improvement

- Implement Robust Feedback Process
- Review all Touchpoints
- Improve Customer Interactions

Course Outcomes

- · Develop and implementing of customer focused strategies
- · Alignment of service operations with organisation goals
- Predict and handling of customer's related challenges
- Assessment of service operation performance
- Implementation corrective actions to improve service operations

Target Audience

- Sales / Marketing Personnel
- Product Development Team
- Manager and Leader
- **Business Development Executive**
- **Customer Service Representative**
- Customer Experience (CX) Manager

Course Fees			
Individual Sponsored		Company Sponsored	
Singaporean =< 20 years old	S\$509.35	Small and Medium-Sized Enterprises (SME)	S\$182.24
Singaporean 21 - 39 years old or SPR >= 21 years old	S\$275.70	Multinational Corporation (MNC)	S\$275.70
Singaporean >= 40 years old	S\$182.24	State-Owned Enterprise (SOE)	S\$509.35
May leverage on the Post Secondary Education Account (PSEA) and SkillsFuture Credit (SFC) to pay off the balance tuition fees.		May claim SkillsFuture Enterprise Credit (SFEC) or Absentee Payroll (AP)	

The above course fees are for references only, the actual fees amount will be confirm after submission to SkillsFuture Singapore (SSG)



Cert No.: EDU-2-2104 Validity: 15/08/2021 - 14/08/2025

Enhanced Registration Framework (ERF)

Cert No.: 200312175W Validity: 20/05/2022 - 19/05/2026

WE ARE LOCATED AT:



45, MIDDLE ROAD, SINGAPORE 188954



+65 6337 9949



+65 8827 7465



SALES@AAC.EDU.SG



WWW.AAC.EDU.SG

SCAN HERE TO **ENQUIRE**







Academies Australasia Institute Pty Limited ABN 24 101 363 688 CRICOS 02398A, RTO 90806. Other colleges in the group: Sydney - Academy of English (CRICOS 02399M), Australian College of Technology (CRICOS 02408D, RTO 90082), Australian International High School (CRICOS 02401M), Benchmark College (RTO 90274), Clarendon Business College (CRICOS 01953J, RTO 7029), College of Sports & Fitness (CRICOS 03057C, RTO Code, 91345), Supreme Business College (CRICOS 02028, RTO 1191). Dubbo - RuralBiz Training (RTO 90782). Brisbane and Gold Coast - Brisbane School of Hairdressing, Brisbane School of Beauty, Brisbane School of Barbering, Gold Coast Scholl of Hairdressing (CRICOS 03319G, RTO 32488). Adelaide - Print Training Australia (RTO 40122). Melbourne - Academies Australasia Polytechnic (CRICOS 02439G, RTO 21282), Discover English (CRICOS 03262J), Skills Training Australia (CRISOC 03521F, RTO 20828), Spectra Training Australia (RTO 21356) Vostro Institute of Training Australia (RTO 22128). Perth - Lnanguage Links International (CRICOS 02139J, RTO 50587). Singapore - Academies Australasia College (ERF Registration 200312175W, EDU-2-2104).