

## Customer Service Excellence: Connect with Empathy! (Level 1)

### About This Course

This course is designed for both new and existing frontline employees within the hospitality and retail sectors. Judgement is made as the frontline employees interact with internal and external customers. Customers judge the employees based on their personal appearance, job competency, personality and organisation's core values. Employees are encouraged to strive for excellence in customer service that reflects the organisation image and reputation. Their professional image and persona at the workplace speak volumes about themselves and it will help the organisation to develop and establish a good reputation; enhance brand value; increase customer confidence in the products and services and create a memorable customer experience.

### What You'll Learn

This course aims to equip Learners with the knowledge and application skills to provide positive customer service experiences in a diverse service environment. Learners will learn to manage diverse customer needs and expectations, handle service challenges effectively, communicate with clarity and confidence. The course also focuses on projecting a positive image, delivering personalised service, and escalating unresolved service challenges through proper escalation channels. Upon completion, Learners will be able to contribute to enhanced customer satisfaction and service excellence within their organisation.

### Target Audience:

Industry type: Food Services sector, Hotel & Accommodation Sector, Retail Sector, MICE sector (Meetings, Incentives, Conferences and Exhibitions)

Job Role/Learner Profile: Existing sectors employees (operations – front of house and back of house)

New hires in the Food Services, Hotel & Accommodation and Retail Sectors and MICE sector

Medium of Instruction: English,

Course Duration: 7.5 hours (including 0.5 hours), 100% attendance must be fulfilled.

Kindly visit our website for the latest schedule.

Course Fee: \$204.92 (Inclusive of GST). Course code: TGS-2025056655

Student Registration form				
Company Name				Company Reg. no.
Company Address				Course Date
Contact Person Name				Course Language
Contact Person Email				Course Venue
Contact Person Mobile		Tel no:		Fax no:
Participant details				
Participant Name				NRIC / FIN
Participant Email				Participant mobile no.
Nationality		Date of Birth		Race
Designation		Education		Gender
Salary Range: (1 - Below \$1000, 2 - \$1000-\$1499, 3 - \$1500-\$1999, 4 - \$2000-\$2499, 5 - \$2500-\$2999, 6 - \$3000-\$3499, 7 - \$3500 & above)				
Refund Policy: Requests for refund, change or cancellation of course registrations must be submitted in writing and are subject to our terms and conditions. Please refer to our website for our terms and conditions, before registering for the course.				
Absolute Kinetics Consultancy Pte Ltd Tel: 6690 5555 Website: <a href="http://www.sg-akc.com">www.sg-akc.com</a> Registration Email: <a href="mailto:register@sg-akc.com">register@sg-akc.com</a>				Company seal