

# Customer Management (Level 1)

## Course Objectives:

The aim of the course is to train new cleaners / existing cleaners in applying the basic customer management in environmental services industry.

## Course content:

- LO1 The learner will be able to identify customer needs and expectations within own scope of work and assigned work area. (A3, K3)
- LO2 The learner will be able to carry out necessary actions to address customer needs promptly. (A4)
- LO3 The learner will be able to identify triggers in the service environment and respond accordingly in an appropriate manner. (A1, K1, K2)
- LO4 The learner will be able to identify principles of effective communication (K4)
- LO5 The learner will be able to identify techniques to assess customer needs (K7)

**Target Audience:** The job role(s)/ occupations that this unit would be relevant may include those are currently or looking for job opportunities as a general cleaner in the environment services industry.

**Learner's profile:** Applicants should preferably: a) be above 18 years of age; b) Able to speak, listen and read English at a proficiency level equivalent to Employability Skills Workforce Skills Qualification Workplace Literacy Level (WPL) 1. c) Secondary or lower education.

**Course Duration:** 7.5 Hours (including 30 minutes assessment), 1 Day course.

100% Attendance is required. Assessment Format & Duration - Practical Performance –30 mins.

**Passing criteria:** Practical assessment – 100%

**Course Schedule:** Kindly visit our website for latest schedule.

**Course Fee:** \$174.40 (Inclusive of GST). Course Code: TGS-2021010243

Assessment Only Pathway is available. The AOP fee is \$109 (including GST)

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			Company seal
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>			