

nanyang polytechnic

LIFELONG LEARNING

#becausewecan

Service Excellence

What will you learn?

This course aims to provide participants with the knowledge and understanding in Customer Relationship Management and new perspectives on customer service, equipping them with new techniques and methods in customer service delivery. With these customer service skillsets, participants will be able to increase customer satisfaction, strengthen relationship building with the customers, and to achieve service excellence.

Duration: **1 day** | Time: **9am - 5pm** | Mode of Learning: **Online via Zoom**

Who should attend?

Customer Service Executives and Managers seeking to deepen or broaden their skills in this area.

How much will it cost?

	Course Fees (incl. GST)
Foreigners (unsubsidised)	\$224.70
SC <40yrs old (after funding)	\$67.41
PR (after funding)	\$67.41
SC ≥40yrs old (after funding)	\$25.41
SC employed by SME (after funding)	\$25.41

SC: Singapore Citizen | PR: Permanent Resident | SME: Small Medium Enterprise

Information to Note:

All Singaporeans aged 25 and above can use their SkillsFuture Credit from the government to pay a wide range of approved skills-related courses. Visit MySkillsFuture Portal (www.skillsfuture.sg) to view the courses available and access your SkillsFuture Credit. Fees are inclusive of GST. Terms and conditions apply.

Apply Now



www.nyp.edu.sg/schools/sbm/lifelong-learning.html?id=skillsfuture-shortcourses

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