

## **MANAGE SERVICE PERFORMANCE**

(This programme is conducted in partnership with SQ Centre)

### **DESCRIPTION**

This unit covers knowledge and application skills in managing service quality and customer satisfaction in an organisation. This involves recognizing the importance of the organisation's service standards, assessing service performance gaps, communicating and monitoring service performance levels.

### **TARGET PARTICIPANTS**

- Call Centre Supervisors
- Crew / Section / Team leaders
- Assistant Store Managers
- Supervisors
- Service Team Leaders

### **DURATION**

2 days (16 hours)

### **LEARNING OUTCOMES**

- Recognise the importance of organisation's service standards in attaining service excellence
- Assess gaps between actual service performance and organisation's service standards
- Communicate service performance levels to motivate team to achieve service excellence
- Monitor service performance levels for effectiveness of actions taken

### **COURSE CONTENTS**

- **Recognise the importance of organisation's service standards in attaining service excellence**
  - Understand what is the organisation's service standards
  - Recognise the importance of service standards
- **Assess gaps between actual service performance and organisation's service standards**
  - Identify the types of service performance gaps
  - Collect service performance data
  - Analyse the trends of service performance data
  - Compare service performance data with organisation service standards
  - Compare service performance data with industry performance data
  - Review gaps between actual performance with performance level set
  - Understand root cause of gaps
  - Make improvement to address service performance gaps
- **Communicate service performance levels to motivate team to achieve service excellence**
  - Identify the sources of information used to review service performance gaps
  - Apply the different methods to communication the organisation's service performance to the team
  - Identify appropriate platforms to motivate service teams to uphold organisation service standards
  - Apply methods to motivate teams to achieve service excellence

# **BUSINESS FUTURE**

## **C O N S U L T I N G**

- **Monitor service performance levels for effectiveness of actions taken**
  - Collect customer feedback on actions taken
  - Compare service performance gaps before and after actions taken

### **LEARNING METHODOLOGY**

- Mini-lectures
- Group discussions
- Role-plays
- Quizzes
- Case studies

### **ASSESSMENT**

Participants are required to undertake assessments which may take the form of:

- Learning journal
- Role-play
- Oral question

Participants who fulfill all requirements will receive a Statement of Attainment (SOA) issued by the Singapore Workforce Development Agency (WDA).

### **COURSE FEES**

WDA-funded Course Fee*	:	\$52.43 nett
Full Course Fee	:	\$524.30 nett

All fees stated are inclusive of 7% GST.

(\*90% course fee support for Singaporeans/SPRs only. Conditions apply)