

## **RESPOND TO SERVICE CHALLENGES**

(This programme is conducted in partnership with SQ Centre)

### **DESCRIPTION**

This unit covers the skills and knowledge required for service staff to respond to challenging service situations with the use of appropriate verbal and non-verbal communication techniques. It involves recognising triggers which may lead to service challenges, use of service recovery procedures to respond to the challenges and escalating unresolved service challenges.

### **TARGET PARTICIPANTS**

- Customer-facing staff
- Customer Service Representatives
- Call Centre Officers
- Store Advisors
- Service Crew

### **DURATION**

2 days (16 hours)

### **LEARNING OUTCOMES**

- Recognise triggers in the service environment that may lead to potential service challenges
- Use service recovery procedures to respond to service challenges in accordance with organisation guidelines
- Escalate unresolved service challenges in accordance with the organisation's guidelines

### **COURSE CONTENTS**

- **Recognise triggers in the service environment that may lead to potential service challenges**
  - List the various possible triggers that can cause service challenges, such as poor product/service quality, long waiting time, lack of communication and rude/unhelpful staff
  - Understand the benefits of handling service challenges well and the consequences of not doing so, such as its impact on customer loyalty and word-of-mouth
- **Use service recovery procedures to respond to service challenges in accordance with organisation guidelines**
  - Apply appropriate verbal and non-verbal communication in responding to service challenges
  - Follow service recovery procedures in acknowledging, listening, empathizing, resolving and closing service challenges to rebuild trust and confidence in the organisation
- **Escalate unresolved service challenges in accordance with the organisation's guidelines**
  - Know when and to whom the service challenges need to be escalated, in line with the organisation's guidelines on escalation channels and empowerment policy
  - Escalate the service challenges with relevant information such as the details of the issues, profile of the customers and actions taken so far to resolve them

# **BUSINESS FUTURE**

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

### **LEARNING METHODOLOGY**

- Mini-lectures
- Group discussions
- Role-plays
- Quizzes
- Videos

### **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*	:	\$33.17 nett
Full Course Fee	:	\$331.70 nett

All fees stated are inclusive of 7% GST.

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