



CRS-Q-0031956-EVS  
Funding Validity Period:  
1 Jun 2019 to 28 Nov 2020

## L3 Customer Management

### Course Objectives:

This training program will equip trainees with the skills and knowledge in building relationships with customers.

### At the end of the course, the learners will be able to:

1. Plan to meet internal and external customer requirements
2. Ensure the delivery of quality service
3. Monitor and review customer service



### Who Should Attend?

1. Employees currently in a supervisory or team leader roles with the technical skills and knowledge to supervise cleaning operations and cleaning operators.
2. The working adults or mid-career change workers who are keen to join the environmental services industry.

**Training Hours:** 22 Hours  
**Assessment Hours:** 1.5 Hours

**Assessment Method:** Role Plays, Case Study, Oral Questions  
**Mode of Delivery:** Lectures, Role Plays, Class Discussions & E-learning

**Course Fee:** SSG Training Grant is only applicable to Singapore Citizens & Permanent Residents, and is subject to approval.

Full Course Fee Before Funding		Nett Course Fee (with GST) To Be Paid By Candidate After			
Before GST	After GST	SSG Training Grant @ 95%	SSG Training Grant @ 90%	SSG Training Grant @ S\$17/hr	SSG Training Grant @ S\$15/hr
\$531.10	\$568.28	\$63.73	\$90.29	\$168.78	\$215.78



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