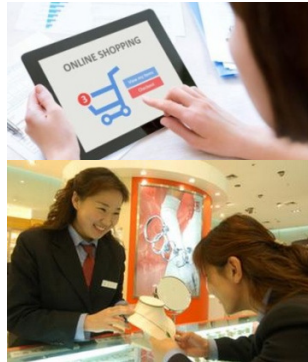


WSQ 专业服务人员鉴定课程 (CSP)



本课程为国家认可的认证课程，旨在协助服务人员提升服务知识和技能，为客户提供专业和卓越的服务，同时在职业道路上获得更多提升和发展的空间。

课程目标



如何应对服务挑战，转化危机成一个机遇



提供卓越服务，让顾客享受增值体验



专业的形象及礼仪，传达顾客正能量

授课方式

学员可在以下方式中选择一种：

(1) CSP E-Learning (28 小时)

E-Learning (4 小时)
Applied Learning (24 小时)

or

(2) CSP Applied Learning (32 小时)

Applied Learning (32 小时)

评估与证书

学员必须达到至少 75% 的出勤率并通过作业评估后，才会获得 WSQ 专业服务鉴定课程能力合格证明。

课程对象

本课程适合立志于提升服务质量，开拓职业发展机遇的客户服务人员，客户服务代表，销售人员，侍应生等。

日期与时间

CSP Applied Learning (英文)

日期时间: 9.00am – 6.00pm

BCSP1501: 18.8–8.9 2015 (逢星期二)

CSP Applied Learning (华文)

日期时间: 9.00am – 6.00pm

BCSPZ1501: 26.8–16.9 2015 (逢星期三)

学费

课程费用: 包含 7% GST	\$695.50
资助*:	-\$585.00
净学费: 包含 7% GST	\$69.55

*附带条款

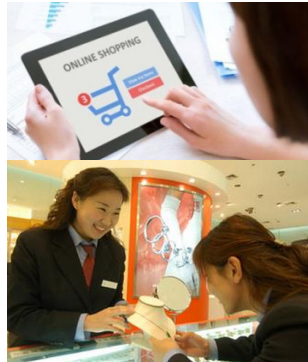
可通过以下网站申请资助:

www.skillsconnect.gov.sg

学院保留取消、延期课程、更换讲师及上课地点的权力。



WSQ Certified Service Professional (CSP)



Targeting at Service Professionals who are responsible for engaging customer for service excellence, CSP aims to professionalise their service careers through an embedded National Accredited curriculum.

Course Objective



Respond to Service Challenges



Provide Go-The-Extra-Mile Service



Project A Positive and Professional Image

Mode of Delivery

Participants may choose either one of the following:

**(2) CSP E-Learning
(28 hours)**

E-Learning (4 hours)
Applied Learning (24 hours)

or

**(3) CSP Applied Learning
(32 hours)**

Applied Learning (32 hours)

Assessment & Certificate

Participants who have fulfilled at least 75% attendance and met all course requirements will be awarded with a WSQ Statement of Attainment Certified Service Professional.

Who Should Attend

Service staff from various sectors who are keen to improve service standards and to enhance career progression opportunities.

Date and Time

CSP Applied Learning (English)

Full Time: 9.00am – 6.00pm

BCSP1501: 18 Aug – 8 Sep 2015 (Tue)

CSP Applied Learning (Mandarin)

Full Time: 9.00am – 6.00pm

BCSPZ1501: 26 Aug – 16 Sep 2015 (Wed)

Course Fee

Course fee: <small>Inclusive 7% GST</small>	\$695.50
Funding amount*:	-\$585.00
Course fee after funding: <small>Inclusive 7% GST</small>	\$69.55

**Terms and conditions apply*

Application for WDA grants; Please apply through Skillsconnect:

www.skillsconnect.gov.sg

SCCIOB reserves the right to cancel or postpone the course, change the trainer and venue due to unforeseen circumstances.

 **6334 1080**

 info@scciob.edu.sg
 www.scciob.edu.sg

 **47 Hill Street, SCCI Building
#08-01, Singapore 179365**