



SDF Funding

Employers who wish to apply for SDF funding must submit the SDF Form 1 to SDF at least one working day before course start date.

Download the form at www.sdf.gov.sg or request for a copy by calling the SDF Hotline on 68835885.

Registration & Payment

- Walk-in at the Customer Service Centres
- Apply online at www.ite.edu.sg/cet/sc/online.htm
- Post the application form to us

Payment is required for confirmation of place. Crossed cheques should be made payable to 'Institute of Technical Education. At the back of the cheque, please write your name, NRIC/FIN, course title and contact number.

Closing date: 1 month before course start date or when the class is full.

Withdrawal & Deferment

Withdrawal or deferment notice must be made in **writing**:

- 2 weeks or more before course start date - Full refund
- Less than 2 weeks before course start date - 50% refund
- On or after course start date - No refund

In the event that the course is cancelled due to unforeseen circumstances, full refund will be given.

iDe'LITE My Customer – An IT Innovative Service Training Approach

Objective

This course integrates effective video-based technology with service training pedagogy through iDe'LITE - an innovative software for diagnosis and evaluation of service performance - to reinforce on the appropriate service etiquette and professional deportment.

The holistic and unique service training approach will allow participants to :

- Create continuous service Mastery experiences through enactive performances (practical experience from role plays),
- Embrace independent or collaborative Reflective learning and
- Infuse Interactivity, resulting in achieving service excellence

Who Should Attend

Service Related Personnel

Content

- Explain the importance of achieving excellent customer service
- Learn techniques of ascertaining customers' needs and exceeding their expectations
- Introduction of iDe'LITE in role play and self assessment
- Use appropriate communication strategies to boost customer relations
- Demonstrate good telephone etiquette
- Use strategies to handle customers' complaint
- Create a personal brand of service culture

Course Details

- Duration : 14 hours (2 sessions)
- Total fee : \$360 (inclusive of GST and registration fee)
- Schedule : See our website for details or call us for more information