



# JOB-READY SKILLS

## For the Service Sector

### 就业技能 服务业

2 engaging modules to help you keep up with the changing demands of the service sector!

2 组单元的课程配套, 以生动活泼的上课方式协助您跟上服务业不断变化的需求, 与时俱进!



## Are you equipped with JOB-READY SKILLS?

您是否具备 就业技能?

Boost your service levels – from customer service to technology literacy and more. This set of modules will prepare you to shine in your service role, and even give you the confidence to pursue exciting job opportunities!

从客户服务到技术素养以及更多技能, 精进您的服务水平。本课程配套将协助您做好准备, 在服务业大放异彩, 让您拥有自信, 寻求更吸引人的工作机会!

### Class Format 上课模式

This programme will be delivered in a bootcamp format, which means you can choose to attend classes on a **full-day** or **half-day** basis. Naturally, if you attend full-day classes, you will complete the programme faster. If you are unable to commit to the bootcamp format, you can also choose take each module separately, rather than all 2 at one go.

本课程将以集训方式进行, 您可选择参加全日课程或半日课程。若您参加全日课程, 自然可以更快完成培训计划。如果您的时间无法配合集训课程, 您也可以采用分开上课的方式, 不需要一次完成 2 组单元。



## 1. WSQ Certified Service Professional – 32 hours / 4 days

WSQ 认证服务专业 — 32 小时 / 4 天

This 3-part module will help you enhance your service delivery and be recognised as an outstanding service professional.

本单元分为 3 个部分，协助加强您的服务传递，成为优秀的服务专业人士，受到肯定。

### WSQ Provide Go-the-Extra-Mile Service

- Recognising the diverse types of customers, needs and expectations
- Developing the qualities and characteristics of a service professional
- Creating a positive customer experience
- Using feedback to improve and enhance the customer experience

### WSQ Respond to Service Challenges

- Recognising potential service challenges in the environment
- Understanding the importance and types of service recovery procedures
- Escalating unresolved service challenges through proper channels

### WSQ Project a Positive and Professional Image

- Understanding the importance of and how to have a professional image
- Demonstrating effective non-verbal communication skills

### WSQ 竭心尽力服务

- 认识客户的多元性以及他们的需求与期待
- 发展服务专业人士的条件与特性
- 创造正向的客户体验
- 利用反馈改进并提升客户体验

### WSQ 应对务挑战

- 认识环境中潜在的服务挑战
- 了解服务补救的重要性以及各种服务补救程序
- 通过正常渠道将未解决的服务挑战上报给上层主管

### WSQ 呈现积极与专业的形象

- 了解专业形象的重要性以及如何建立专业形象
- 教导有效的非语言沟通技巧

| Full Fee<br>(with GST) | Subsidy up to* |          |         |
|------------------------|----------------|----------|---------|
|                        | 80%            | 90%      | 95%     |
| \$695.50               | \$175.50       | \$110.50 | \$78.00 |

\*Awards, subsidies and allowances are dependent on meeting criteria set by SkillsFuture Singapore.

\*奖状、补助与津贴须符合新加坡精深技能发展局所设的标准

## 2. SkillsFuture for Digital Workplace – 16 hours / 2 days

数码工作场所技能创前程计划 — 16 小时 / 2 天

Kickstart your journey to digital literacy and gain a clearer understanding of digital technologies in the workplace. This module will cover:

展开您的数码素养培训，对工作场所的数码技术取得更清晰的了解。本单元将包括：

- Adapting to a digitally-rich environment
- Understanding what the future economy entails
- Enhancing personal productivity with digital tools
- Understanding cybersecurity and the measures to protect yourself in a digital world

*\*Available also in Malay or Mandarin*

- 适应数码技术丰富的环境
- 了解未来经济所需
- 利用数码工具加强个人生产力
- 了解网络安全以及在数码世界里保护您自己的措施

\*亦提供马来语及华语课程

| Full Fee<br>(with GST) | Subsidy up to* |               |
|------------------------|----------------|---------------|
|                        | SSG Funding*   | NETF Funding^ |
| \$750.00               | \$50.00        | \$10.00       |

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\*奖状、补助与津贴须符合新加坡精深技能发展局所设的标准



# The Learning Journey at Training Vision Institute

展开学习之旅就在愿景培英学院

Established in 1991, we are one of the leading training providers and human capital consultancy firms in Singapore.

愿景学院成立于 1991 年，是新加坡数一数二的技能训练提供者与人力资本咨询机构。

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# Start your Lifelong Learning Journey today!

今天就开始您的终身学习之旅！



[www.trainingvision.com.sg](http://www.trainingvision.com.sg)

## Our Locations 上课地点

We are conveniently located near MRT stations across Singapore.  
我们的培训中心遍布新加坡，临近地铁站，交通便捷。

### Jurong East Campus (HQ)

52 Jurong Gateway Road  
#08-03 Jem Office Tower  
Singapore 608550  
T. 6805 8968

### Paya Lebar Campus

11 Eunos Road 8  
#06-04/05  
Singapore 408601  
T. 6805 8970

### Hougang Campus

810 Hougang Central  
#03-214  
Singapore 530810  
T. 6805 4981

### Woodlands Campus

900 South Woodlands Drive  
#06-05 Woodlands Civic Centre  
Singapore 730900  
T. 6805 8992

### Tampines Campus

3 Tampines Central 1  
#04-01 Abacus Plaza  
Singapore 529540  
T. 6805 8967

### Computer Adaptive Test (CAT) Centre

21 Jurong Gateway Road  
#02-05 CPF Jurong Building  
Singapore 608546  
T. 6805 8969

To register, please call: 报名请拨:



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