



Certificate in Customer Service (Level 3)

Course Aims & Objectives

The aims of the examination is to enable candidates to develop knowledge of the functions of customer service, an appreciation of systems and procedures that enhance delivery of reliable and effective service, an understanding of personal behaviours that influence service delivery and the use of real or imaginary examples to illustrate understanding.

Syllabus Covers:

- The Developing Role of Customer Service
- Reliability in Service Systems
- Communicating with Internal and External Customers
- Solving Customer Problems
- Influencing Effective Change

LCCI Level 3 Certificate will be issue to candidate after passing the required examination.

Duration & Instruction Hours:

This certificate requires total 72 instruction hours. (Total 24 lessons for 3 hours/lesson)

Please check the planned lessons schedule with our course consultant before enrolling to this program.

Fees:

S\$ 720/- (For Both Part & Full-time)

S\$ 144/- (After Grant)

SDF grant up to 80% is available for those who qualify.

Please call our course consultant for eligibility details.