

Service Quality (Enterprise Level)

Description:

- Service Quality training program is a quality management intervention which makes use of prescribed tools and techniques in developing creative solutions to reduce errors in service.

Objective/s:

- Enhance workforce knowledge and skills in providing “error free” service to clients.

Topics/Course Outline:

- Concept of Service Quality
- Understanding the Customers
- Error Recovery
- Teamwork

Methodology:

- Lecture/Discussion/Exercises/Workshop

No. of Hours/Days:

- 1 day

Target Participants:

- Small and Medium Enterprises

Expected Outcome/s:

- Reduced service errors resulting to improved service, increase sales and higher productivity.

