






Providing Service Excellence in Healthcare (Frontline)






Service Quality Centre is the appointed training provider for the Service Quality Training for Frontline Staff course by Agency for Integrated Care (AIC) Learning Institute. Course fee subsidies¹ are available to eligible Community Care organisations.



Key Benefits

-  Demonstrate a service excellence mindset
-  Deliver the desired client experience through understanding service touchpoints and anticipating client needs and expectations
-  Apply service language effectively in communications with clients and next of kin
-  Develop self-awareness through emotional intelligence
-  Understand triggers to service breakdowns and manage challenging clients effectively

Course Content

-  Adopting a Service Excellence Mindset in Healthcare
-  Building a culture of Service Excellence
-  Delivering Service Excellence to our clients
-  Applying emotional intelligence in Service Delivery
-  Managing Service Challenges effectively

Who Should Attend

All frontline and operational care staff with direct or indirect client-facing roles.

Course Details

Durations: 2 days (16 hours)
 Time: 9:00 AM to 6:00 PM
 Date: 20 - 21 August 2018
 Venue: MDIS Dhoby Ghaut, 20 Orchard Road, 238830

Nett Fee after AIC Training Subsidy	
Singaporeans & SPRs	Non-Singapore & Non-SPRs
\$ 38.52*	\$ 211.86*
Course Fees	
\$ 385.20*	

*Prices stated are inclusive of 7% GST

Contact Details

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[Click **HERE** to register now!](#)

¹Please note that the subsidised course fees are only eligible for employee(s) who is/are hired directly by the organisation under a contract of/for service, in the delivery of services (i.e Senior Care / Aged Care / Elderly care) under the Community Care Sector.