







Providing Service Excellence in Healthcare (Supervisory)






Service Quality Centre is the appointed training provider for the Service Quality Training for Supervisory 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 as a Service Leader
-  Deliver the desired patient experience through managing service touchpoints and anticipating customer needs and expectations
-  Develop ability to use service language effectively in communications with customers and staff
-  Apply emotional intelligence in leading team
-  Manage challenging customers effectively and resolve service challenges
-  Improve service processes over time for continuous improvement

Course Content

-  Leading a Service Excellence Mindset in Healthcare
-  Fostering a culture of Service Excellence
-  Delivering Service Excellence to our patients
-  Coaching and mentoring for enhanced Service Performance
-  Managing Service Challenges effectively

Who Should Attend

Supervisory care staff who lead and manage teams within respective organisations

Course Details


Durations: 2 days (16 hours)
 Time: 9:00 AM to 6:00 PM
 Date: 12 - 13 July 2018
 Venue: MDIS Campus
 501 Stirling Road, Singapore 148951

| 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

Tan Hui Boon

 +65 6331 1532

 hui-boon.tan@sqcentre.com

[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.