



Want to deliver excellent services
and contribute to your
Organisation's Vision, Mission
and Values?

Gain understanding on how to demonstrate
and monitor you own service delivery!

Demonstrate Service Vision and Leadership (TGS-2021003703)

Join the course and be able to:



Understand and identify own role
in contributing to the
organisation's vision, mission,
and values.



Demonstrate service delivery
in accordance with the
organisation's vision, mission,
and values.



Monitor own performance to
ensure consistency with the
organisation's vision, mission,
and values.

We are here to assist!

For registration and more enquiries, please call 62561983

Email: registration@frcs.sg Website: www.frcs.sg



Foundation of Rotary Clubs Singapore

UEN 199300813R

Peninsula Plaza, #06-33, Singapore 179098

Course Objectives

Social service agencies and corporate organisations are often plagued with inconsistent service delivery as many are supported by new staff or volunteers who might not be well-aware or aligned to the Organisation's vision, mission, and values. This course aims to apply industry service excellence practices to strengthen the service delivery of the organisation.

For Whom

Customer-facing staff and volunteers from social service agencies or corporate organisations.

Call-handling staff and volunteers, **Service Crew**

Individuals who want to be inspired with the heart of service or is passionate in serving the community

Join us for our 1-Day course on
Demonstrate Service Vision and Leadership
and learn how to:

Contribute to
Organisation's Vision,
Mission, and Values

Achieve
Service Vision

Understand the
Service Value Chain

Recognise the role,
one plays

Apply methods to
demonstrate service
delivery

Apply methods to
monitor own
performance

Receive
feedback

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Course Delivery

Course Duration—8 hours

Classroom Learning in English

Course Delivery - 8 hours (1 day)

Course Fee
Before subsidies & GST

GST

Subsidy³

Fees Payable
After subsidy & GST

80% subsidy¹
(Capped at \$17/hr)

\$200

\$14

\$136

\$78

90% subsidy²
(Capped at \$25/hr)

\$180

\$34

Eligibility Criteria & Funding Validity Period

¹**80% Subsidy**—Applicable for Singapore Citizens & Permanent Residents Aged 21 and above.

²**90% Subsidy**—Applicable for Singapore Citizens Aged 40 and above and applicable for SME Employer sponsored SG/PR; up to \$7.50/hr Absentee Payroll Funding Support applicable.

³**Funding Validity Period**— 31 Mar 2021 to 30 Mar 2023

All information shown is correct at the time of printing. FRCS reserves the right to make changes at any time without notice in its absolute discretion.

Contact Us to Book your Slots!

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