

**WSQ Diploma in Service Leadership Class (9.00am - 6.00pm)**

	课程名城 Course Name	津贴申请号码 Skillsconnect Reference No	Duration	上课日期 Course Date	Day	课程费用 Course Fee	Company Sponsor	WTS	Mid-Career (40years & above)	Singaporean btw 21 to 39 years old, PR 21 and above			
							After Funding (Excluding GST)	5% (including GST)	10% (including GST)	50% Capped at \$15 per hour (including GST)			
1	Analyse Service Quality and Customer Satisfaction To Develop Service Recovery Framework	CRS-Q-0031573-SVCF	24 hrs	19/06/19	Wed	\$850.00	Apply Skillsconnect	\$102.00	\$144.50	\$549.50			
				26/06/19	Wed								
				03/07/19	Wed								
2	Develop New Products/Services	CRS-Q-0026420-SVCF	16 hrs	25/06/19	Tues	\$420.00					\$50.40	\$71.40	\$239.40
				02/07/19	Tues								
3	Develop Service Operations	CRS-Q-0031255-SVCF	16 hrs	29/06/19	Sat	\$600.00					\$72.00	\$102.00	\$402.00
				06/07/19	Sat								
4	Lead with Service Vision	CRS-Q_0031250-SVCF	16 hrs	7/9/2019	Tues	\$600.00					\$72.00	\$102.00	\$402.00
				7/16/2019	Tues								
5	Optimise Workforce for Service Excellence	CRS-Q-0031251-SVCF	16 hrs	7/10/2019	Wed	\$380.00					\$45.60	\$64.60	\$216.60
				7/17/2019	Wed								
6	Manage Partnership for Service Excellence	CRS-Q-0033305-SVCF	16 hrs	20/07/19	Sat	\$600.00	\$72.00	\$102.00	\$402.00				
				27/7/19	Sat								
7	Foster Service Innovation	CRS-Q-0031249-SVCF	16 hrs	23/07/19	Tues	\$460.00	\$55.20	\$78.20	\$262.20				
				30/07/19	Tues								