

## **WSQ ACHIEVE SERVICE VISION**

(formally known as Demonstrate the Service Vision)

**Duration: 8 hours**

### **Course Overview**

This unit covers knowledge and application skills in demonstrating the organisation's service vision, and recognising the role that one plays in contributing to the service vision.

### **Course Objectives**

At the end of the training, the learner should be able to:

1. Recognise the role one plays in contributing to the organisation's vision, mission and values
2. Demonstrate service delivery in accordance with the organisation's vision, mission and values
3. Monitor own performance to ensure consistency with the organisation's vision, mission and values

### **Course Outline**

The learner should be equipped with the following knowledge:

1. Organisation's vision, mission, and values (Knowledge)
2. Methods to demonstrate service delivery in line with the organisation's vision, mission and values (Application)
3. Methods to monitor own performance (Application)

### **Target Audience**

The target audience includes:

- Customer-facing staff
- Customer Service Representatives
- Call Centre Officers
- Store Advisors
- Service Crew