Our Vision: To provide quality education to foster continual growth and development for the community.
Our Mission: We are committed to impart quality skills to our students and to work in partnership with our accredited partners to meet the students' aspirations and goals beyond post-secondary education and to finally, provide an avenue towards a rewarding career path
Culture: "Serve with pride, lead the change
Core Values: Be committed to our student's performance, Life-long learning, Integrity & Ethics, Care for the Environment and Community

CUSTOMER SERVICE EXCELLENCE IN F&B (LEVEL 1)

Course Title
Customer Service Excellence in F&B (Level 1)

Course Code
TGS-2023021710

Course Content/Description
This course is about communicating well with the customers and giving a positive impression to a diverse range of customers in F&B establishments. By doing so, the learners can contribute to a positive customer experience and the likely retention of happy customers.

Course Objective/Learning Outcome
At the end of the course, learners will be able to:
- Identify and confirm customers' expectations and needs.
- Communicate with customers in a way that makes them feel valued and respected.
- Respond promptly to customers' requests and provide personalized service where possible.
- Identify and act to mitigate triggers in the service environment that may lead to potential service challenges.
- Direct feedback on areas of improvement and unresolved service challenges to the right escalation channels.

Course Duration
1 Day (8 Hours)

Trainer: Learner Ratio
1:20

Mode of Delivery
- Classroom
- Assessment

Assessment
- 10 Minutes Role Play (RP)
- 50 Minutes Written Assessment (WA)

Attendance Requirement
- Minimum attendance requirement: 75%
- All learners are strongly encouraged to have full attendance for all classes unless there are unforeseen circumstances,
- E.g. due to medical reasons where documentary proof can be provided.

Career Opportunity / Job Role
- Waiter
- Supervisor
- Food or Drink Stall Assistant
- Food Service Counter Attendant
- Receptionist

Entry Requirement
- Learners should be at least 18 years old
- Leaners must be able to listen, speak, read, and write English at a level equivalent to Workplace Literacy - Level 4 and above
- Learners who do not meet the above requirements will be required to go through a short interview to verify their language and cognitive ability.

Course Fee
Singapore Citizen/ Permanent Resident of Singapore: $260.00 (Before subsidy and GST)
Non Singapore Citizen: $260.00 (Before GST)

Payment Mode
Learners can make use of any of the following payment mode:
- Cash
- Cheque – Note: Cheque is to be made in Singapore
- PayNow
- Skillsfuture Credit (if applicable)

Account details of ICAS Training & Education College:
- UEN No.   :200512999K
- Account   : ICAS Training & Education College (ICASTEC) Pte Ltd
- Account No   : 010-903128-6
- Currency   : SGD
- Bank Code   : 7171
- Branch Code   : 010
- Swift Code   : DBSSSGSG
- Branch Name   : DBS South Bridge
- Branch Address : DBS Bank Ltd, 12 Marina Boulevard, DBS Asia Central, Marina Bay Financial Central Tower 3, Singapore 018982

Certification
Upon successful completion of the course and passing all assessments, participant will be awarded with a Statement of Attainment (SOA) by SSG.

Venue
141 Cecil Street, #03-01, Tung Ann Association Building, Singapore 069541.

Contact Info
Tel   : +65 6535 4187
Website : https://icastec.com.sg
Email   : enquiry@icastec.com

Group Category	Funding Support
Singaporean citizens and permanent residents (Self-sponsored individuals must be at least 21 years old)	Up to 50% of course fees
Singaporean citizens aged 40 years old and above	Up to 70% of course fees
SMEs	Up to 70% of course fees

Refund Policy	Refund
Withdrawal notification received at least 14 calendar days before course commencement	75% refund of paid fees
Withdrawal notification received less than 14 calendar days from the course commencement OR upon course commencement	No refund of paid fees

ICAS Training & Education College (ICASTEC)
Co. Reg No.: 200512999K
CPE Reg Period: 14 September 2021 to 13 September 2025

UTAP FUNDING