

WSQ Service Leadership (Service from the Heart)

Course Overview

Maintain Professional Image

Develop and maintain professional grooming & hygiene in alignment with FairPrice's grooming standards and apply FairPrice's retail etiquette – service with a heart, caring & sharing culture, delivering quality products at great value & service customers.

Interact with customers

Deliver great & reliable service to FairPrice's customers. Respond to customer's issues/complaints with empathy in a caring & attentive manner. Identify customers special needs, e.g. senior citizens, lower income customers etc. Receive and process sales enquiry at various touch points reliably. Handle exchanges, returns and refund accordingly to FairPrice's policies.

Sell products and services

Establish customer requirement by focusing on customers' needs. Recommend quality products and service at best value to customers; gaining their trust & building long term relationships. Address customer objections with the aim to meet their needs & delight them. Maximize additional sales opportunities while meeting the different needs of customers professionally and closing sales.

Course Outline

- Maintain professional image
 - Maintain personal grooming
 - Maintain personal hygiene
 - Apply retail etiquette in dealing with customers
- Interact with customers
 - Deliver service to customers
 - Respond to customer issues/complaints
 - Handle exchanges, returns and refund
- Sell products and services
 - Establish customer requirements
 - Recommend products and services
 - Address customers objections

Methodology

Interactive classroom lecture style, video, group activities and discussions, role plays

Who Should Attend



Cashier, Retail Assistant, Team Leader, Branch Executive

Course Duration

3 Days / 24 Hours

Pre-requisites

NIL