WSQ – Customer Management

(EVS-CFC-1005-1.1)

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Date of issue : 1 January 2025

LESSON PLAN

DAY 1

1. Course Introduction & Administration
(课程介绍和管理)

- Ice Breaker
- Logistic details
- Course objectives

Section 1 – Observe personal grooming, proper hygiene standards and display of positive image

Section 2 - Maintain good interpersonal relationship and proper communication with customers

Section 3 - Practice good service delivery

Learning Outcomes

This course will equip learners with the necessary skills & knowledge required in maintaining good personal grooming and hygiene standards, proper interactions with customers and provide quality service delivery.

At the end of the course, learners will be able to:

1. Understand types of service challenges.
2. Understand characteristics of appropriate problem-solving tools and techniques.
3. Identify customers needs and expectations.
4. Identify areas of improvement as per customer feedback.

Observe good personal grooming, proper hygiene standards and display of positive image

Aspect of Grooming



UNIFORM
- Washed
- Clean
- Ironed



ACCESSORIES
- Minimum use
- Non-chunky
- Don't over-accessorize



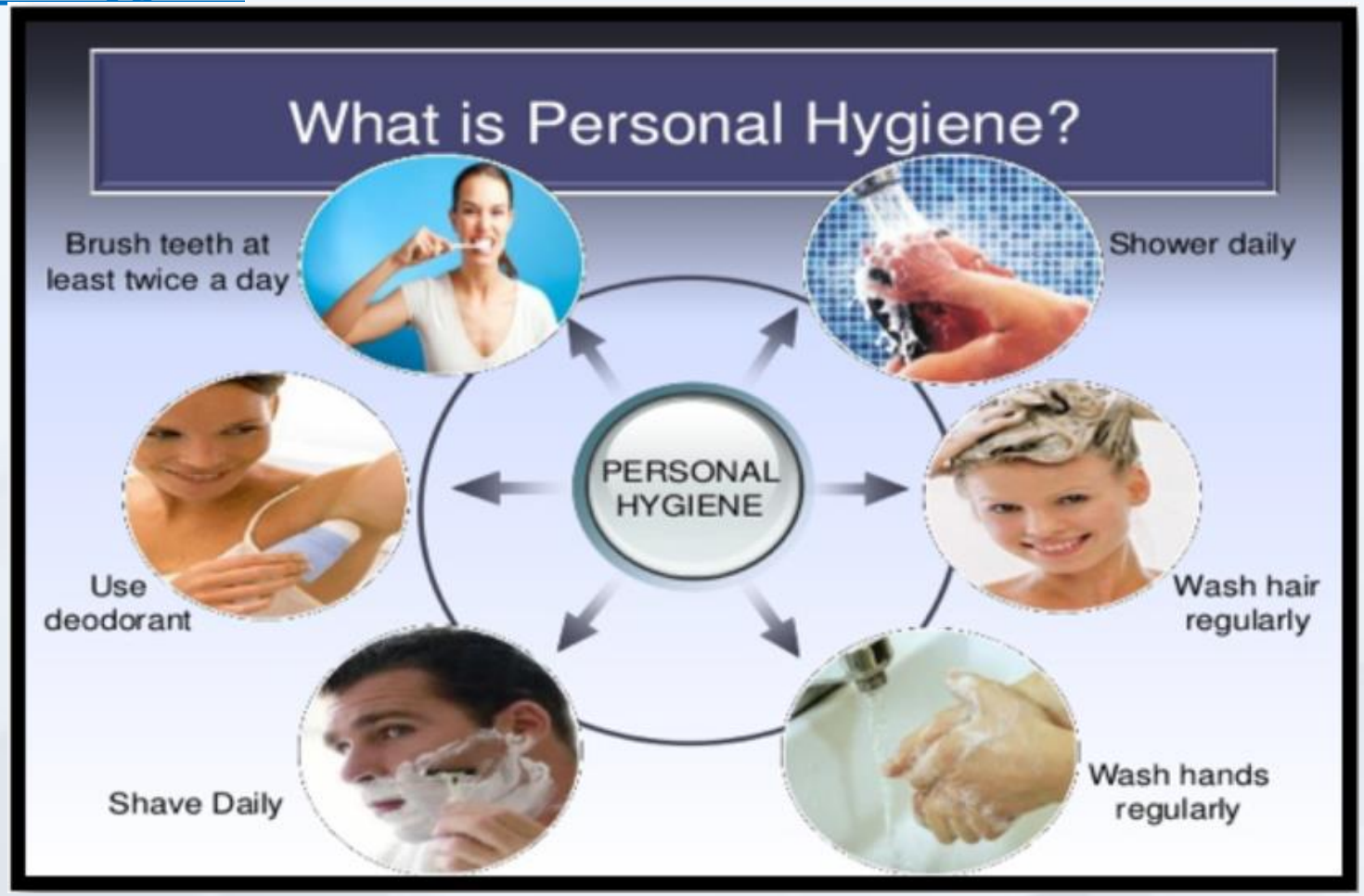
SHOES
- Clean shoes
- Covered



NAME TAGS
- To be worn as required

Observe good personal grooming, proper hygiene standards and display of positive image

Good Personal Hygiene



Observe good personal grooming, proper hygiene standards and display of positive image

Hygiene

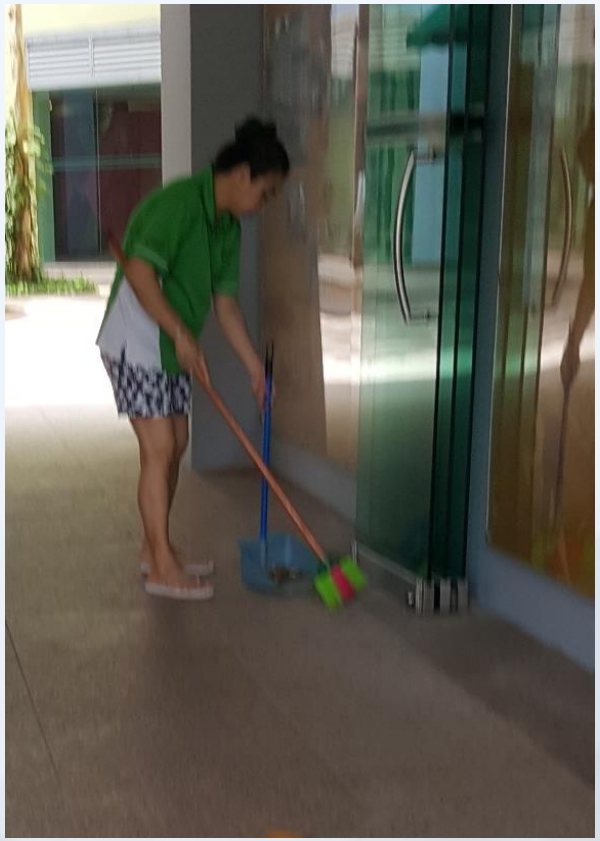


Observe good personal grooming, proper hygiene standards and display of positive image

Learning Activity 1







What is your first impression ?

Observe good personal grooming, proper hygiene standards and display of positive image

Proper Personal Behavior

- Positive self-talk
- Be professional
- Walk with poise/confidence
- Be welcoming
- Face the customer
- Smile
- Be Polite



Observe good personal grooming, proper hygiene standards and display of positive image

Lunch Break Hours

Where do you have your lunch?

_____

How Long is you lunch break?

_____

Observe good personal grooming, proper hygiene standards and display of positive image

Personal Behavior

Attitude

- A feeling or opinion about something or someone
  - He has a very bad attitude to/towards work

Behavior

- The manner in which one acts or behaves.
- The actions or reactions of a person or animal in response to external or internal stimuli

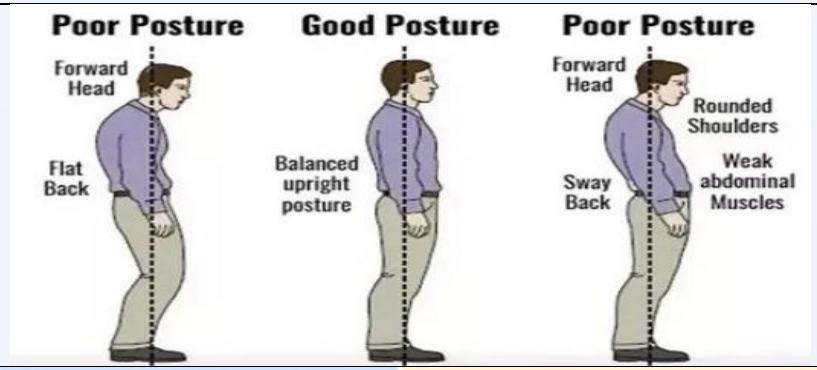
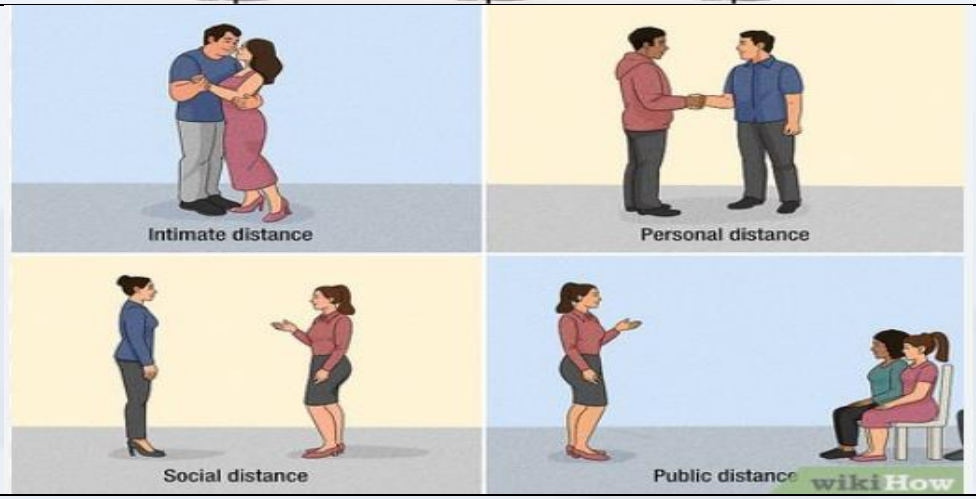
Observe good personal grooming, proper hygiene standards and display of positive image

Good Posture & Basic Positive Body Language

• Do not cross your arms	
• Have eye contact, but do not stare • Nod when they are talking	

Observe good personal grooming, proper hygiene standards and display of positive image

Good Posture & Basic Positive Body Language

• Do not slouch, but sit or stand straight • Relax your shoulders	
• Lean in but not too much	

Observe good personal grooming, proper hygiene standards and display of positive image

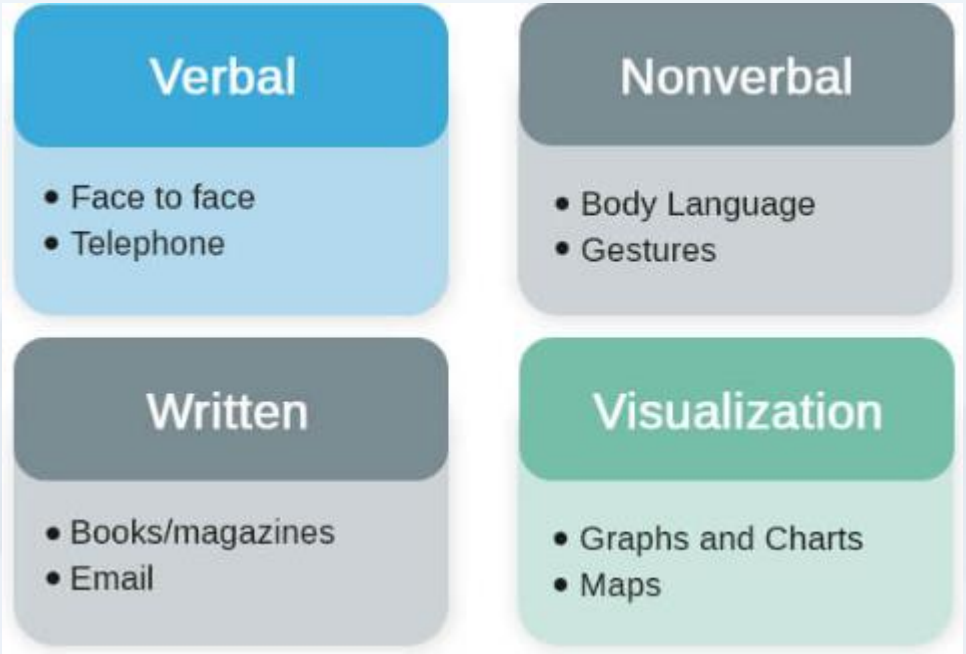
Good Posture & Basic Positive Body Language

• Smile	

Observe good personal grooming, proper hygiene standards and display of positive image

Basic communication skills

Good communication in the workplace ensures employees have the information they need to perform well, builds a positive work environment, and eliminates inefficiencies. Effective communication should accurately convey information while maintaining or improving human relationships.



Observe good personal grooming, proper hygiene standards and display of positive image

Methods of non - verbal communication with customers

Nonverbal communication is body language, gestures, tone of voice, facial expressions, body posture, etc, used for conveying information. But why are these wireless cues so important to identify? Body language is an essential part of communication and it helps you send an emotion or feeling to other people.



Display good posture

Eye Contact

Smile

Observe good personal grooming, proper hygiene standards and display of positive image

Work Environments

INDOOR	OUTDOOR
OFFICE BUILDINGS	PARKS
SHOPPING MALLS	CARPARKS
HOSPITALS	THEME PARKS

Observe good personal grooming, proper hygiene standards and display of positive image

Types of customers

INTERNAL	EXTERNAL
COLLEAGUES	PUBLIC
SUPERVISORS	MANAGEMENT

Observe good personal grooming, proper hygiene standards and display of positive image

Types of customers - Examples



Elderly / Handicapped Person



Pregnant Lady



Tourist

Observe good personal grooming, proper hygiene standards and display of positive image

Give your customer undivided attention

If you give someone or something your undivided attention, you concentrate on them fully and do not think about anything else.

- Stop chatting with colleagues
- Do not serve more than one customer at a time
- Listen and remembering what customer says, request or feedback

*Hear is an **ability**.*
*Listen is a **skill**.*



Observe good personal grooming, proper hygiene standards and display of positive image

Learning Activity 2 - A



Scenario 1

Customer approaches cleaner in the toilet to inform that the quality of the toilet roll is not good and breaks easily. All the other cubicles are out of toilet paper and the toilet floor is dirty and wet. What should the cleaner do?

Guest: Hello. The tissue inside very bad ah! I pull abit it breaks. Then all the small small tissue fly all over my dress, you see!

Is this a Feedback or a Complaint?

Observe good personal grooming, proper hygiene standards and display of positive image

Learning Activity 2 - B

Management personnel approach the cleaner to inform that she would like the fragrance of the air freshener needs to be changed immediately. What should the cleaner do?



Scenario 2

Guest: Hello, I just used the toilet and would like to tell you that the air freshener in the toilet is not the scent that the management agree upon. Can you change for me immediately?

Is this a Feedback or a Complaint?

Observe good personal grooming, proper hygiene standards and display of positive image

Attend to customers' requests, queries, needs and complaints promptly and provide necessary assistance that promotes goodwill of the organization, in a manner that meet their expectations and in accordance with organisational procedures

Where can you obtain feedbacks/suggestions/complaints from?



Feedback Form



Email



Verbal Communication

Observe good personal grooming, proper hygiene standards and display of positive image

Types of cleaning Tools, Equipment & Supplies

Equipments



Scrubbing Machine



Dry Vacuum Machine

Tools



Dustpan



Cleaning Cloth

Supplies



Chemical



Jumbo Toilet Rolls

Observe good personal grooming, proper hygiene standards and display of positive image

Types of cleaning Tools, Equipment & Supplies



Trolley has to be kept neat and clean at all times.

Items on the trolley has to be arranged neatly and maintained.

Observe good personal grooming, proper hygiene standards and display of positive image

Organisational procedures relating to work area and cleaning activities

Daily Routine Job **Reporting contingencies / defects**	• _____ job assignment from supervisors • _____ the stated area • _____ for cleaning activities • _____ cleaning activities • _____work area • _____ to the supervisor when the job is completed
Ensure workplace safety    	• _____ PPE before commencing work activities • _____ safety signboard around work area

Observe good personal grooming, proper hygiene standards and display of positive image

Organisational procedures relating to work area and cleaning activities

Daily Routine Job **Reporting contingencies / defects**	• Receive job assignment from supervisors • Assess the stated area • Prepare for cleaning activities • Perform cleaning activities • Reinstate work area • Report to the supervisor when the job is completed
Ensure workplace safety    	• Wear PPE before commencing work activities • Display safety signboard around work area

Observe good personal grooming, proper hygiene standards and display of positive image

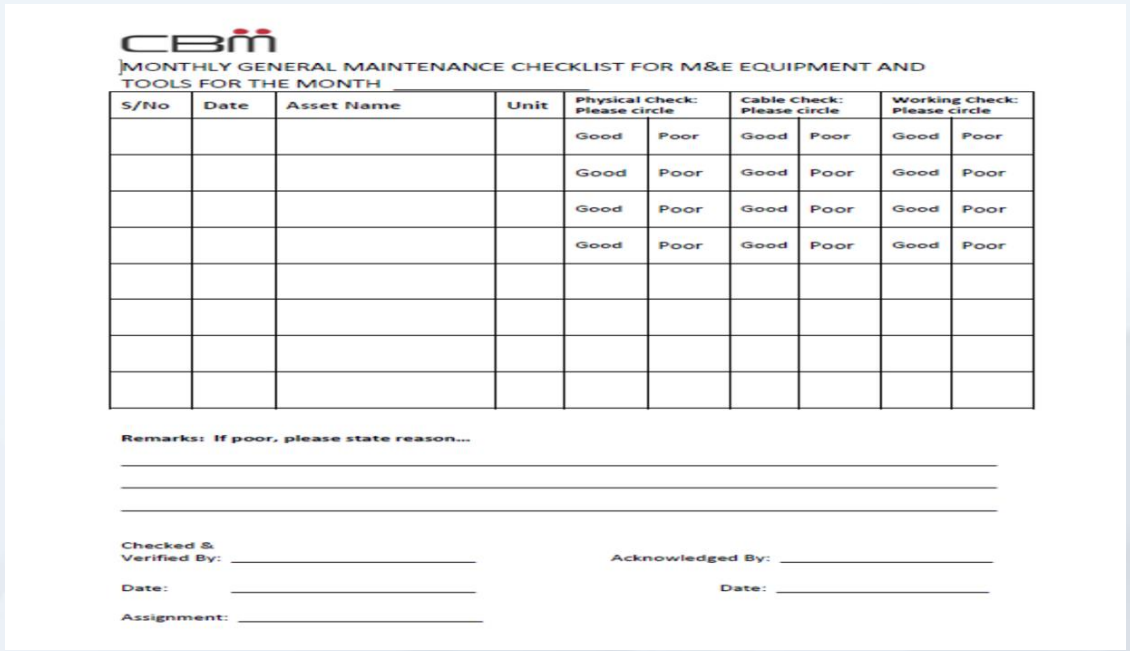
Organisational procedures relating to work area and cleaning activities

Where can you get information on the jobs that needs to be attended to?

Work Schedule



Service Sheets



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MONTHLY GENERAL MAINTENANCE CHECKLIST FOR M&E EQUIPMENT AND TOOLS FOR THE MONTH _____

S/No	Date	Asset Name	Unit	Physical Check: Please circle		Cable check: Please circle		Working Check: Please circle	
				Good	Poor	Good	Poor	Good	Poor
				Good	Poor	Good	Poor	Good	Poor
				Good	Poor	Good	Poor	Good	Poor
				Good	Poor	Good	Poor	Good	Poor

Remarks: If poor, please state reason...

Checked & Verified By: _____ Acknowledged By: _____

Date: _____ Date: _____

Assignment: _____

Observe good personal grooming, proper hygiene standards and display of positive image

Organisational procedures relating to work area and cleaning activities

SOP (Standard Operating Procedure)

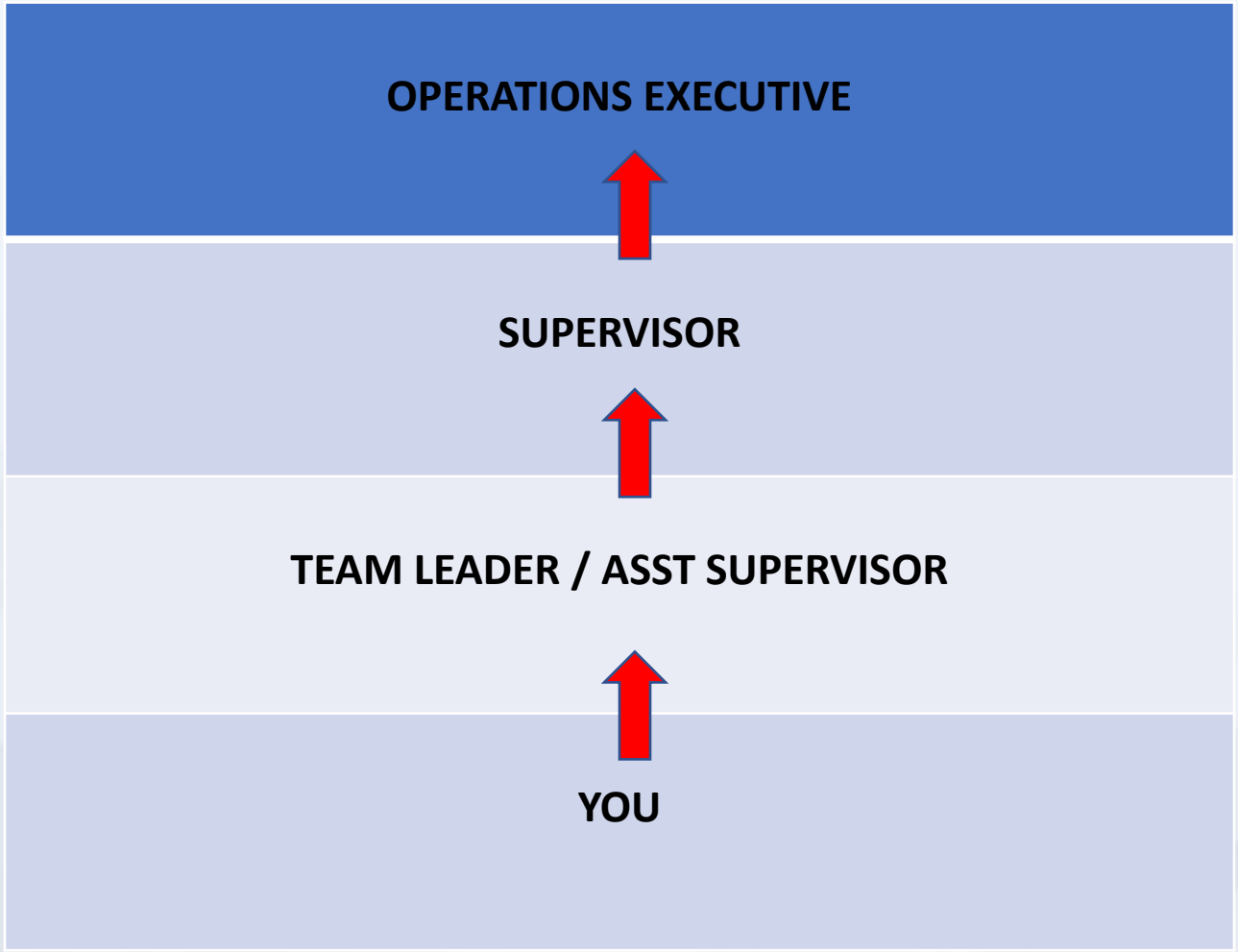


Device Apps



Observe good personal grooming, proper hygiene standards and display of positive image

Organisational processes for reporting discrepancies



Observe good personal grooming, proper hygiene standards and display of positive image

Organisational processes for reporting discrepancies



Report to your _____ in areas where you are unable to rectify.

Observe good personal grooming, proper hygiene standards and display of positive image

Applicable regulatory requirements and industry standards

Performance standards for " Cleaning Performance for Public Housing Estate" standard (SS533:2007) Replaced by SS 694 : 2023

Key Features:

- Specifies the quality of cleaning services in public housing estates
- Uses a measuring system primarily based on visual judgement
- Provides a list of cleaning machines and chemicals for reference to achieve the desired level of cleaning

Performance standards for " Cleaning Performance for Commercial Premises" standard (SS499:2002)

Key Features:

- Specifies the quality of cleaning services in commercial premises
- Uses a measuring system primarily based on visual judgement
- Specifies quality benchmarks allowing the service provider to know the service qualities required
- Provides an inventory of elements found within commercial premises for inspection

- No Dust
- No Stain
- No Damage to property
- No Smell

Observe good personal grooming, proper hygiene standards and display of positive image

Applicable regulatory requirements and industry standards

Workplace Safety and Health (WSH) Act

- Adhere to safe working procedures and principles introduces at the workplace
- Should not endanger yourself or others working around you.
- Do not tamper with any safety device
- Do not engage in wilful or reckless act
- Use your Personal Protective Equipment (PPE) provided at work correctly

Maintain good interpersonal relationship and proper communication with customers

Customers' Needs

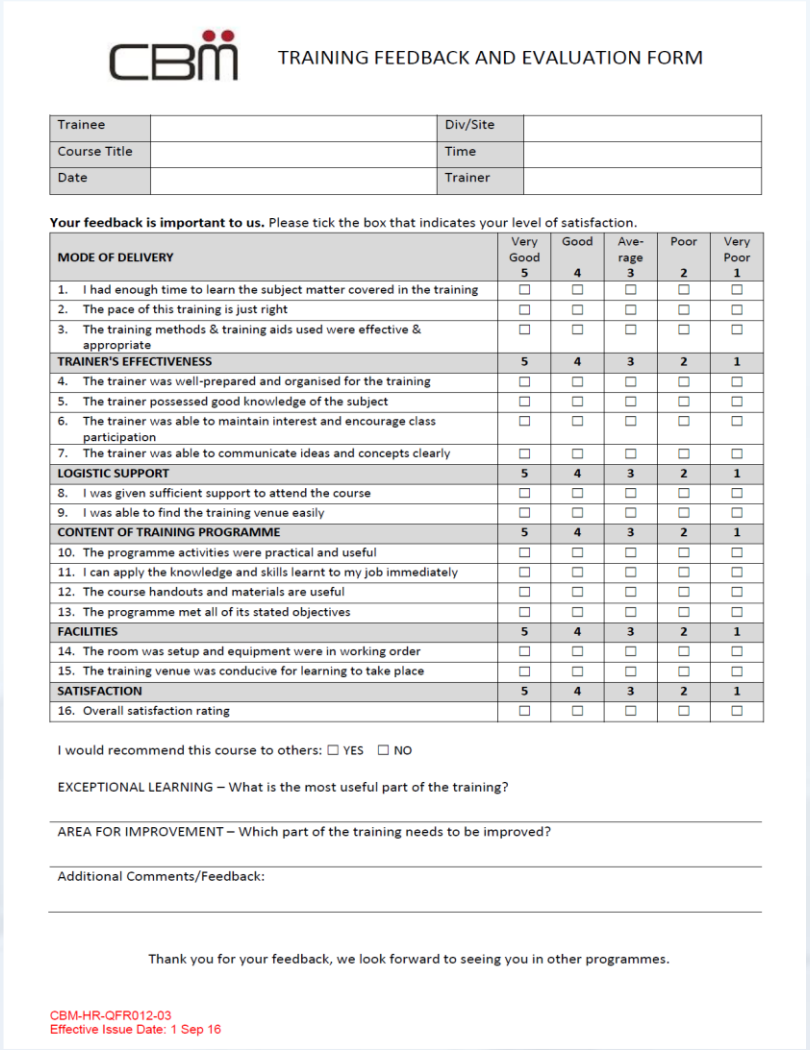
What are the frequently asked questions by the customers?

A. Services
B. Directions
C. Company information
D. Location of Food court
E. Location of Toilet / Rest room

Maintain good interpersonal relationship and proper communication with customers

Customers' Needs

- ❑ Feedback
- ❑ Complaints
- ❑ Suggestions
- ❑ Compliment



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TRAINING FEEDBACK AND EVALUATION FORM

Trainee		Div/Site	
Course Title		Time	
Date		Trainer	

Your feedback is important to us. Please tick the box that indicates your level of satisfaction.

MODE OF DELIVERY	Very Good 5	Good 4	Ave-rage 3	Poor 2	Very Poor 1
1. I had enough time to learn the subject matter covered in the training	☐	☐	☐	☐	☐
2. The pace of this training is just right	☐	☐	☐	☐	☐
3. The training methods & training aids used were effective & appropriate	☐	☐	☐	☐	☐
TRAINER'S EFFECTIVENESS	**5**	**4**	**3**	**2**	**1**
4. The trainer was well-prepared and organised for the training	☐	☐	☐	☐	☐
5. The trainer possessed good knowledge of the subject	☐	☐	☐	☐	☐
6. The trainer was able to maintain interest and encourage class participation	☐	☐	☐	☐	☐
7. The trainer was able to communicate ideas and concepts clearly	☐	☐	☐	☐	☐
LOGISTIC SUPPORT	**5**	**4**	**3**	**2**	**1**
8. I was given sufficient support to attend the course	☐	☐	☐	☐	☐
9. I was able to find the training venue easily	☐	☐	☐	☐	☐
CONTENT OF TRAINING PROGRAMME	**5**	**4**	**3**	**2**	**1**
10. The programme activities were practical and useful	☐	☐	☐	☐	☐
11. I can apply the knowledge and skills learnt to my job immediately	☐	☐	☐	☐	☐
12. The course handouts and materials are useful	☐	☐	☐	☐	☐
13. The programme met all of its stated objectives	☐	☐	☐	☐	☐
FACILITIES	**5**	**4**	**3**	**2**	**1**
14. The room was setup and equipment were in working order	☐	☐	☐	☐	☐
15. The training venue was conducive for learning to take place	☐	☐	☐	☐	☐
SATISFACTION	**5**	**4**	**3**	**2**	**1**
16. Overall satisfaction rating	☐	☐	☐	☐	☐

I would recommend this course to others: ☐ YES ☐ NO

EXCEPTIONAL LEARNING – What is the most useful part of the training?

AREA FOR IMPROVEMENT – Which part of the training needs to be improved?

Additional Comments/Feedback:

Thank you for your feedback, we look forward to seeing you in other programmes.

CBM-HR-QFR012-03
Effective Issue Date: 1 Sep 16

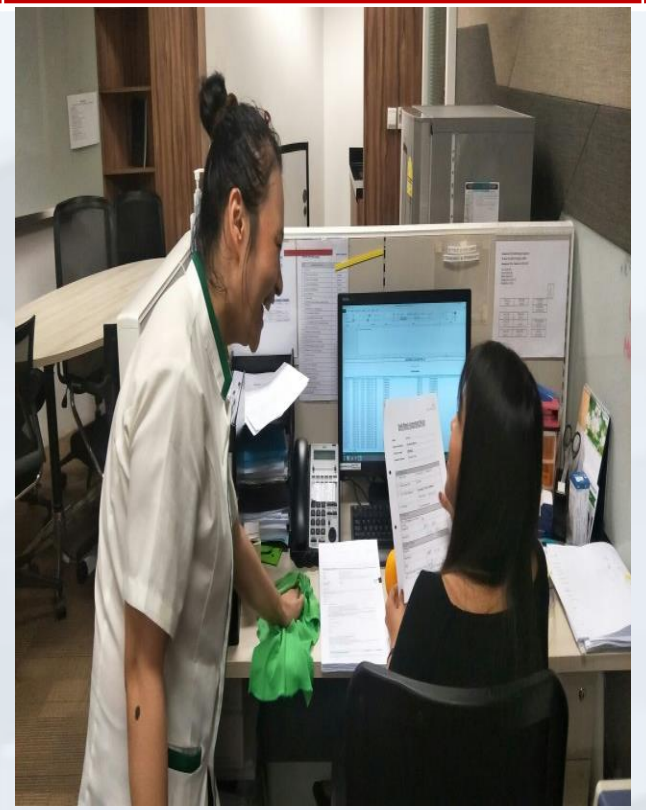
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Maintain good interpersonal relationship and proper communication with customers

Aspects of quality service standards

Clean and safe environment	Caring and Friendly Treatment	Prompt and Timely services







Maintain good interpersonal relationship and proper communication with customers

Responsibilities of work scope

CBM Pte Ltd

WASHROOM HYGIENE ROUTINE INSPECTION CARD

TOILET NO:__________ Project: __________ Month: __________

DATE	TIME	smell	floor	wall	l/bin	mirror	basin	soap	bowl	t/roll	urinal	h/towel	DEFECTS	CHECKED BY	REMARKS

Maintain good interpersonal relationship and proper communication with customers

Responsibilities of work scope

Practice good service delivery

Personal Protective Equipment (PPE)

PPE provide a means to protect you against injuries. But you must know the limitations of the PPE

Ear Plugs	
Goggles	
Face Mask	 

Rubber Boots	  
Safety Helmet	
Protective Gloves	 

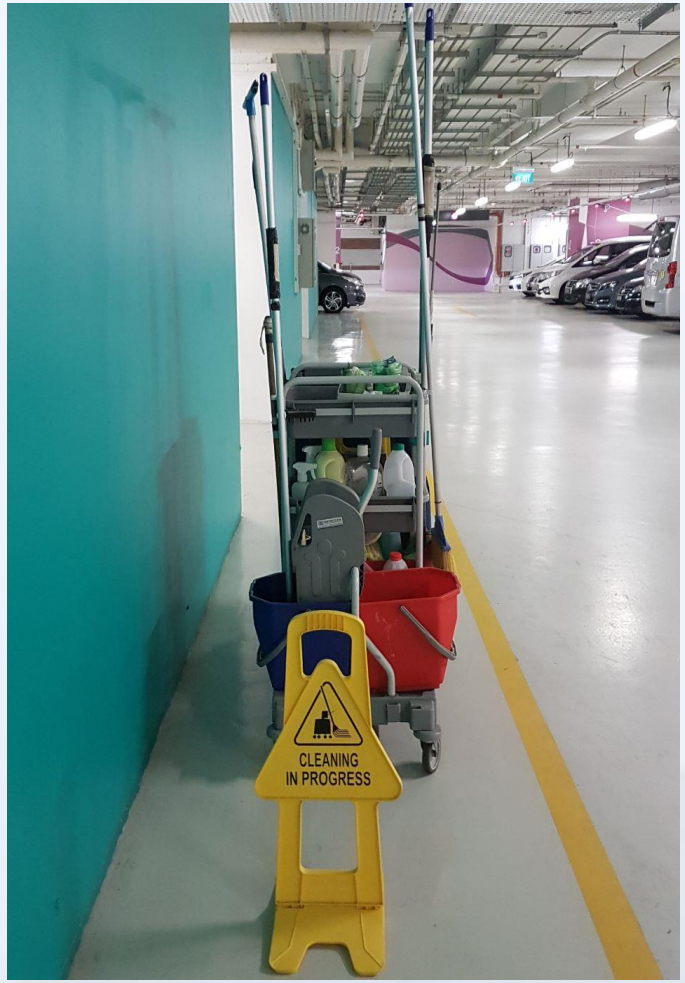
Practice good service delivery

Industrial Standards and practice relating to use of PPE

Gloves	Safety Shoes / Boots
	
Gloves should fit nicely Gloves should not be torn	Shoes should fit nicely and not oversized Should be in good condition

Practice good service delivery

Organisational procedures relating to scope of work and work rules



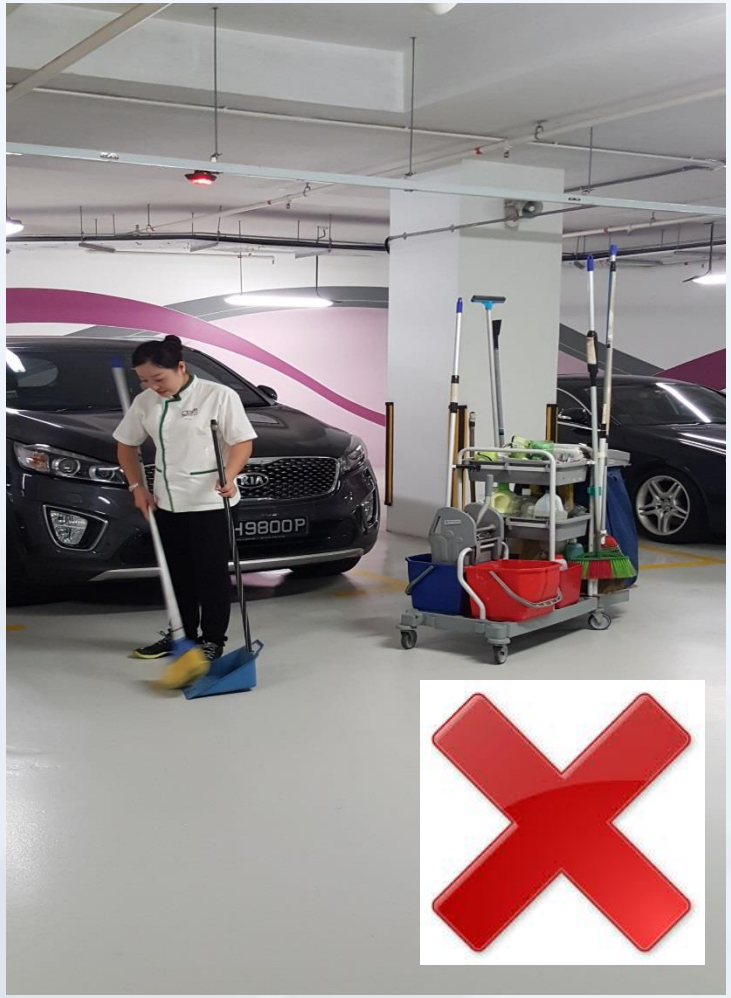
Place the trolley safely at the assigned location to avoid inconvenience to the customers and self

Keep the tools & equipment arranged neatly on the trolley

Able to report on missing or spoilt tools & equipment

Practice good service delivery

Organisational procedures relating to scope of work and work rules





Practice good service delivery

Responsibilities of work scope

- ✓ Clean and safe environment
- ✓ Clean facilities and Utilities
- ✓ Facilities and utilities in proper working condition





Practice good service delivery

Complete work within organisational specified time

Approximate time scale for removing loose dust and debris (10 sq. meter)- 30 minutes

Approximate time scale for ceramic double solution (10 sq. meter)- 60 minutes

Approximate time scale for reinstatement of work area: 10.00 minutes



Practice good service delivery

Learning Activity 4

You are about to start cleaning the washroom and a guest comes running towards you.

Guest: Hello, I need to use the toilet urgently! (What should your response be?)



Practice good service delivery

Emergencies

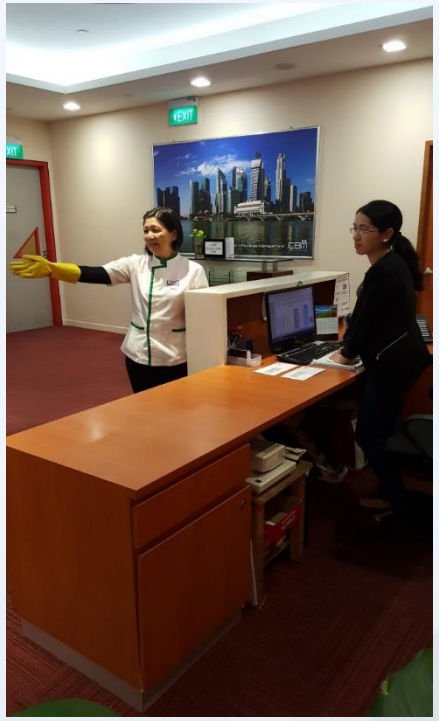


Fire



Water Pipe Burst

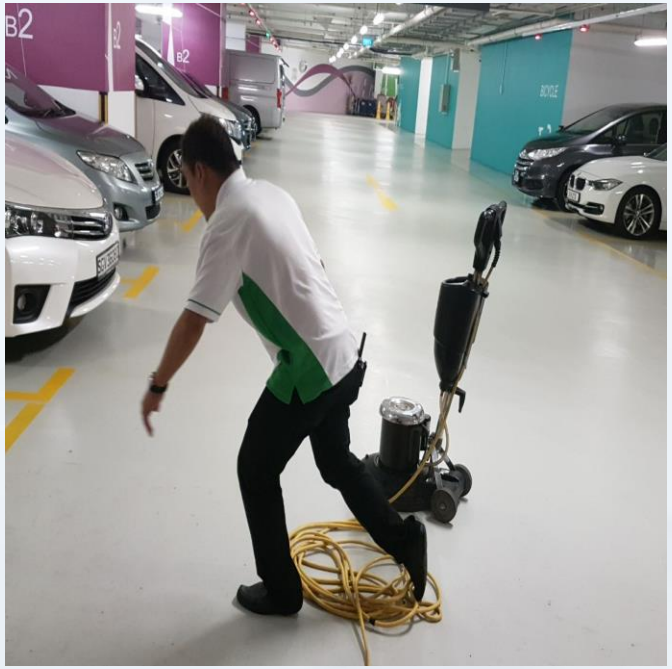




Handling of suspicious objects

Practice good service delivery

Accidents



Tripped over wires



Slipped on the floor



Fall from ladder

Practice good service delivery

Emergencies

- Inform Supervisor Immediately
- Call the Emergency Number

SINGAPORE POLICE FORCE

999

995 (Ambulance / Fire Fighter)

Examples of emergencies: cardiac arrest, seizures, breathlessness, loss of consciousness , excessive bleeding, major traumas and stroke
An emergency is an illness or injury that could end in death or serious complication if it is not treated immediately. SCDF will dispatch an ambulance from the nearest fire station and strive to arrive at the incident location within 11 mins to render medical aid, 80% of the time.

Non – Emergency Ambulance 1777

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