



# CUSTOMER MANAGEMENT - 1

**EVS-CFC-1005-1.1**  
**COURSE VALIDITY PERIOD: 15032019 – 11022025**  
**TGS-2019500605**  
**COURSE DURATION : 15 HRS, 2 DAYS**

## COURSE OVERVIEW

THE COURSE AIMS TO EQUIP CLEANING PROFESSIONALS WITH SKILLS TO MAINTAIN GOOD PERSONAL GROOMING AND HYGIENE STANDARDS, AS WELL AS POSITIVE IMAGE AND PROPER COMMUNICATION WITH GUESTS

TYPE	Singapore Citizens and Singapore Permanent Residents	Employer-sponsored and self-sponsored Singapore Citizens aged 40 years old and above	SME-sponsored local employees (i.e. Singapore Citizens and Singapore Permanent Residents)
	SkillsFuture Funding (Baseline)	SkillsFuture Mid-Career Enhanced Subsidy	SkillsFuture Enhanced Training Support for SMEs
Course Fee	\$260.00	\$260.00	\$260.00
SkillsFuture Funding	\$130.00	\$182.00	\$182.00
Total Nett Fee	\$130.00	\$78.00	\$78.00
GST (9% x \$260)	\$23.40	\$23.40	\$23.40
Total Fee Payable to FOCUS LEARNING CENTRE PTE LTD	\$153.40	\$101.40	\$101.40

\* Price indicated are the payable amount with GST, must be made before the commencement of the course.

\* Payment by Cash/Paynow/SkillsFuture Credit (for eligible Singaporeans), cheque or Giro Bank Transfers (for companies).

\* Refund of course fees is applicable upon absence/withdrawal with a valid reason (e.g. production of mc)

\*For more information on Course fee funding, please visit this link: <https://www.myskillsfuture.gov.sg/content/portal/en/career-resources/career-resources/education-career-personal-development/skillsfuture-funding-changes.html>

Absentee Payroll Funding Support is applicable for Employer sponsored SGs or PRs; standardised at \$4.50/hr. For more information go to: <https://www.enterprisejobskills.gov.sg/content/upgrade-skills/course-fee-and-absentee-payroll-funding.html>

### MORE INFORMATION

+65 6836 5583  
[ask@focuslearning.sg](mailto:ask@focuslearning.sg)  
[www.focuslearning.sg](http://www.focuslearning.sg)  
119 Devonshire Road  
Singapore 239881