



# CUSTOMER MANAGEMENT - 3

**EVS-CFC-3005-1.1**  
**COURSE VALIDITY PERIOD: 15032019 – 11022025**  
**TGS-2019500643**  
**COURSE DURATION: 19.5 HRS, 3 DAYS**

## COURSE OVERVIEW

THE COURSE WILL EQUIP LEARNERS WITH THE NECESSARY AND RELEVANT KNOWLEDGE AND SKILLSETS TO PLAN AND MEET INTERNAL AND EXTERNAL CUSTOMER REQUIREMENT, ENSURING THE DELIVERY OF QUALITY SERVICE AND MONITORING AND REVIEWING CUSTOMER SERVICE.

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	\$510.00	\$510.00	\$510.00
SkillsFuture Funding	\$255.00	\$357.00	\$357.00
Total Nett Fee	\$255.00	\$153.00	\$153.00
GST (9% x \$510)	\$45.90	\$45.90	\$45.90
Total Fee Payable to FOCUS LEARNING CENTRE PTE LTD	\$300.90	\$198.90	\$198.90

\* 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