



SERVICE EXCELLENCE (LEVEL 1)

CRS-Q-0039881-RET

(Eligible for SkillsFuture Mid-career Enhanced Subsidy,
Workfare Training Support (WTS), SkillsFuture Credit)

Eligible for Claim Period: 14 Oct 2019 - 03 Sep 2021

Training Duration: 2 days (16.00 hours)

Group size: up to 20 pax

Mode of training: training room

Connect with us

T: 8688 1833

E: ana@jilllowe.com

W: www.jilllowe.com/wsq

Course Objectives

-  Relate customers' needs, expectations and choices to their persona.
-  Recognise the impact of one's professional image and persona on own organisation.
-  Project a professional image and persona, particularly when delivering go-the-extra-mile service.
-  Interact effectively with customers.
-  Deliver customised and personalised service to create a positive customer experience.
-  Escalate feedback on areas of improvement to enhance customer experience.

Inject energy and positivity!

Designed to inject energy and positivity into any organisation, this interactive course presents sales and service personnel with a comprehensive framework of practical techniques for soaring customer satisfaction and superior performance and sales. Course participants will refine their dressing styles and fine-tune their communication standards, in the process also learning reliable methods of identifying and managing the needs of their clients with polished, personalised service. Delight each and every one of them with unforgettable encounter, professional image and your human touch!



Course Fees

Learner	Course fee and Funding	Company-sponsored		Self-sponsored
		SME	Non-SME	
Singapore Citizens and Permanent Residents	Full Course Fee	430.00	430.00	430.00
	Subsidy/Training support	-387.00	-272.00	-272.00
	Amount Payable	43.00	158.00	158.00
Singapore Citizens 40 years or older	Full Course Fee	430.00	430.00	430.00
	Subsidy/Training support	-387.00	-387.00	-387.00
	Amount Payable	43.00	43.00	43.00
Singapore Citizens 35 years or older and earning a monthly income of not more than SGD2,000	Full Course Fee	430.00	430.00	430.00
	Subsidy/Training support	-408.50	-408.50	-408.50
	Amount Payable	21.50	21.50	21.50
Non-Singapore Citizen/PR (Foreigner)	Full Course Fee	430.00	430.00	430.00
	Subsidy/Training support	NA	NA	NA
	Amount Payable	430.00	430.00	430.00

What our clients say

Eye-opening, fascinating experience! I couldn't wait to attend another lesson with Jill.

She simply sees through you and advises on what could be done to achieve the results you are aiming for. Jill offers her help, her knowledge, her experience and expertise to help you conquer life's obstacles and reap its benefits. You could not expect anything less from someone with 34 years of experience?! It's not only about the colours and style and make up, it goes far beyond all of this. Our voice, social etiquette, body language. It all effects the way people at work or in our personal life perceive us.

Annabelle Tan
Financial Advisor

Team of Consultants

Jill Lowe Team is an inspirational group of award winning trainers with over 34 years of experience working with diverse industries to bring the best out of every potential. Since 1985, Jill Lowe has run this Singapore-based brand and image company with links to Washington, London and Shanghai.

Jill Lowe Certification and Awards

- 1984 Confederation of United Kingdom Beauty Therapy
- 1984 International Therapy Examination Council of England Aestheticienne Diploma
- 1985 Color Me Beautiful Image Consultants
- 1985 Incorporated company Colorays Beauty Image Consultants
- 1986 Always in Style Image Consultants
- 1986 Hong Kong Film Academy Make up
- 1991 Incorporated Jill Lowe International Pte Ltd
- 1993 Launch a Make-Up and Skin Care range of Jill Lowe Cosmetic and Skin Care
- 1994 President of South East Asia Liaison AICI (Association of Image Consultants International)
- 1994-1996 Platinum Award for Outstanding Achievements and Best Performing Consultants
- 1997 Associate Lecturer National University of Singapore Dentistry Faculty to date
- 2003 Owner of Intellectual Trade Mark for JILL LOWE brand logo
- 2007 Won Gold Award for International Brand Summit
- 2009 Author of youth book Dressing Smart for Girls and Dressing Smart for Boys
- 2012 Publisher of Europe luxury fashion magazine L'Officiel
- 2014 Master Trainer for EU, Federation of Image Professional International
- 2014 Accredited Master trainer for Image Trainer, City and Guild UK, London
- 2014 Platform Speaker for AIA Malaysia Quarterly Life Planners Congress
- 2015 Approved Accredited Training Provider in Asia for City and Guild UK, London
- 2016 International Assessor for Masters in Image Consulting, City and Guild, FIPI, London
- 2017 Shanghai Insurance Congress, China

Jill Lowe International worked with:

Government and Public Service Division
Attorney General Chambers
Ministry of Defence
Police Academy
Police Command
Ministry of Manpower
Ministry of Finance
Ministry of Education
Michael Page Executive Search
Defence Science and Technology Agency
Singapore Mass Rapid Transport
Spring Singapore
Public Utilities Board
Housing Development Board
Grassroot Women's Wing
Workforce Development Authority

Banking and Finance
ABN Amro
American Insurance Assurance
CitibankBloomberg
Development Bank of Singapore
Great Eastern Life Insurance
Hong Leong Assurance
HongKong Shanghai Bank Corporation
Manulife Insurance
KPMG
Mastercard International
NTUC Insurance
POSB Bank
Prudential Life Insurance
RHB Bank Kuala Lumpur - Singapore
Standard Chartered Bank Singapore
Tokyo Marine Insurance
Union Bank of Switzerland
Overseas Union Bank of Singapore
AIA Company Limited

Health Care
Alexandra Hospital
National University Hospital (NUH)
Singapore General Hospital (SGH)
Jurong Health Services Pte Ltd
Mundipharma Pte Ltd
Thomson Medical Pte Ltd

Universities and other Educational Institutions
National University of Singapore
Nanyang Technological University
Singapore Management University
Singapore Institute of Management University

International Companies
Abbott
Apple
Far East Organization
Hong Leong Group
Prudential Indonesia
Sabah Tourism Board
Tropicana Corporation Berhad
VISA International
Indonesia JPCC Women's Conference
Petronas Management Training Sdn Bhd
Petronas Leadership Centre
Zurich International Life
Fedex
Triumph

