

Higher Nitec in Service Management

HFSVZ, HFSVZ21

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6 month IA Duration

SV5018FPE

1. Apply communication skills to perform workplace task
2. Produce business documents using software
3. Manage customer need and expectation
4. Provide information on product and/or service
5. Handle service breakdown and recovery
6. Collate customer feedback
7. Provide closure of service transaction
8. Perform front desk duty
9. Generate call log report
10. Generate case transaction document
11. Maintain regular update of customer data record
12. Handle workplace task with automation tool
13. Maintain data with CRM application system
14. Comply with Personal Data Protection Act