FREQUENTLY ASKED QUESTIONS
FAMILY-FRIENDLY SERVICE TRAINING COURSES

1. Why is MSF developing family-friendly service training courses for service staff?

In nurturing a family-friendly environment, apart from the “hardware” such as family rooms and facilities for the young, elderly and persons with disabilities, we also need to consider the “software” such as good service from staff who are aware of the needs of their family customers. Good service enriches the family experience.

2. How do these new courses differ from existing service excellence courses?

Existing service excellence courses cater to general customer service. The new courses carry a specific focus on family customers and will equip participants with the skills to provide better service to:

   a) Families with young children
   b) Healthy and ambulant seniors
   c) Persons with disabilities:
      • Physical disabilities, e.g. impaired mobility
      • Sensory disabilities, e.g. impaired vision or hearing
      • Developmental and cognitive disabilities, e.g. dementia

3. Who can register for these courses?

The family-friendly service training courses are open to all businesses and individuals who are interested in improving their customer service to families.

4. What are the fees for these courses? Will there be any subsidy?

Please visit www.ntuclearninghub.com for more details on fees and subsidies, and to sign up for the courses.

5. Who can I contact to find out more about these courses?

Please visit www.ntuclearninghub.com or contact them at ibe@nextu.com.sg or 6486 7802 for more details on the courses, e.g. course outline and fees.

For other queries, you may contact MSF at FamilyMatters@msf.gov.sg.

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