

# ENHANCING ADMINISTRATIVE & CLERICAL EXCELLENCE WORKSHOP

BY MINARNI TIRTA

SRMSB IS A WHOLLY-OWNED SUBSIDIARY OF SARAWAK ECONOMIC DEVELOPMENT CORPORATION (SEDC) UNDER ITS TOURISM & LEISURE

## SPECIAL DISCOUNT

As our participant, you are entitled to very special discounts...

- **Stay at Grand Margherita Hotel Standard room** with breakfast for 2 from RM200++ per room/night (run of the house).
- **Stay at Riverside Majestic Hotel Superior room** with breakfast for 2 from RM220++ per room/night (run of the house).
- **Stay at Damai Beach Resort** for 2 at only RM180.00 nett per room per night (run of the house).
- Special entrance rates to **Sarawak Cultural Village**.
- Special green fees plus use of buggy at **Damai Golf & Country Club**.

(Terms & conditions apply)

In any business, every job is a service job. There maybe staff who say that since they never meet a customer they do have a service job. Such statements fail to recognize the essential elements in the service network. But if ever link in the chain is strong, and everyone passes excellent service on to the next link, then customers outside the organization will feel benefit of excellent service.

## WHO SHOULD ATTEND?

Clerks, administrative staff, other members of the administrative support staff who are striving to refine their management skills to enhance their careers and add to their organization's effectiveness

## OBJECTIVES:

Participants will learn to.....

- Develop a self awareness & understanding of their roles & responsibilities
- To establish a sense of fulfillment & direction in their career & personal lives
- To develop positive relationships between superior & colleagues
- Understand the power of good attitude
- Have positive synergy with "Internal Customer" & understand how their emotions affect everyday life, both in private & work.
- Identify & explore their attitude & understand the value of a win-win attitude

## COURSE CONTENTS:

- Positioning yourself as a professional
- Enhancing your professional image
- Setting work goal
- Communication for results
- The importance of good customer relations
- Communicating in the workplace
- Office management
- Preparing for growth and opportunities

## FACILITATOR PROFILE:

### Minarni Tirta

- Master in Training & Development, Griffith University, Australia
- EQ Certified Trainer (6 Seconds, USA)
- Enneagram Certified Trainer & Profiler and Certified Peak Performance Energy Coach



## DATE :

**29 - 30 April 2009**

## VENUE :

**Grand Margherita Hotel /  
Riverside Majestic Hotel**

## INVESTMENT :

**RM 698.00 per pax**

## CLASS SIZE

**25 participants**

**For registration / more  
details please contact:**

**Sara Resorts Management  
Sdn Bhd**

**9th Floor, Menara SEDC,  
Jalan Tunku Abdul  
Rahman 93100 Kuching**

**Tel: 082-414377  
Fax: 082-428824**

**Contact Person:  
Brian Mathew / Jorinda  
Chee / Shirley Poh**

**Or log on to our  
website:**

**[www.sedctourism.com](http://www.sedctourism.com)**

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