

# ENHANCING ADMINISTRATIVE & CLERICAL EXCELLENCE WORKSHOP

BY MINARNI TIRTA

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

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 :

24 - 25 Feb 2010

### VENUE :

Grand Margherita Hotel /  
Riverside Majestic Hotel

### INVESTMENT :

RM 700.00 per pax

### CLASS SIZE

25 participants

### EARLY BIRD DEADLINE

26 Jan 2010

### CLOSING REGISTRATION

13 Feb 2010

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)

HRDF CLAIMABLE

**REGISTRATION FORM (for public programmes only)**

**PROGRAMME TITLE** \_\_\_\_\_  
\_\_\_\_\_

**PARTICIPANTS' INFORMATION**

Name: ..... Designation: .....  
Name: ..... Designation: .....  
Name: ..... Designation: .....

**COMPANY'S INFORMATION**

**HURRY!...EARLY BIRD**  
**Enjoy 10% discount**



Organization: .....  
Address:.....  
.....

Approving Personnel:.....  
Telephone No:..... Fax No:..... Email:.....  
Signature and Company Stamp:..... Date:.....

**PAYMENT**

Enclosed please find:  Cheque No..... RM..... No. of pax.....  
*(please tick either one)*  
 Service Order No..... RM..... No. of pax.....

Name of Beneficiary : SARA RESORTS MANAGEMENT SDN BHD  
Address : 9th Floor, Menara SEDC, Jalan Tunku Abdul Rahman, 93100  
Kuching, Sarawak.  
: RHB Bank Bhd

**Cancellation Policy:** A full refund will be made for cancellation in writing not less than 14 days prior to the programme, 25% refund for cancellation not less than 7 days prior to the programme. Regrettably, no refund can be made for cancellation made after that. Substitution allowed.

**(SARA Resorts Management Sdn Bhd (SRMSB) reserves the right to cancel or postpone the programme or make changes to the programme contents).**

*(For SRMSB Office Use Only)*

No. of participants:	<input type="text"/>
Course fee per pax:	<input type="text"/>
Discount (if applicable):	<input type="text"/>
Total Fee:	<input type="text"/>

For enquiries, please contact us: Sara Resorts Management Sdn Bhd (261450-A)  
Tel: 082-414377 Fax: 082-428824  
Contact person: Brian Mathew / Jorinda Chee / Shirley Poh  
Email: info@sedctourism.com  
Website: www.sedctourism.com