

ENHANCING ADMINISTRATIVE & CLERICAL EXCELLENCE WORKSHOP

BY MINARNI TIRTA

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

In any business, every job is a service job. There may be 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 link in the chain is strong, and everyone passes excellent service on to the next link, then customers outside the organization will feel benefit from 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

15-16 February 2012

TIME

8:30am-5pm

VENUE

Grand Margherita Hotel

INVESTMENT

RM 770.00 per person

EARLY BIRD DEADLINE

27 January 2012

CLOSING REGISTRATION

8 February 2012

For 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

Email:
srmsb@sedctourism.com

Log to our website:
www.sedctourism.com

Contact Person:
Brian Mathew

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