

BUSINESS ETIQUETTE ENHANCEMENT

Today, the ability to handle yourself properly can sometimes outweigh even your technical skills. If you know what to do, when to do it, and how to do it with grace and style, you will have a competitive edge in your career.

All business experts agree that good manners promote good business. This is how important business etiquette is.

This 2 days training programme will equip participants with all the information about business etiquette and protocol they need to conduct business with more confidence, know-how, grace, and efficiency. And, they will be able to put themselves and others at ease by showing more confidence and poise in business setting.

COURSE OBJECTIVES

By the end of this training course, participants will be able to;

- * handle initial contact and business introduction, professional and confidently
- * create and maintain an impression of credibility, power, and efficiency during business meeting
- * follow proper etiquette and create a great first impression on callers with an upbeat energetic and cheerful tone
- * use practical tips on handling the most important issues related to professional place attire
- * follow key guideline of proper written communication etiquette
- * display proper attention to etiquette, protocol and manners of formal business

COURSE OUTLINE

| | |
|-----------------|---|
| Module 1 | Professional Business Introduction |
| Module 2 | Business Meeting Etiquette |
| Module 3 | Telephone Etiquette |
| Module 4 | Business Attire |
| Module 5 | Business Correspondence Etiquette |
| Module 6 | Business Dining |

Delivery Methods :

- * Self-discovery and critique
- * Group exploration and facilitator led discussion
- * Games based learning
- * Practical Exercises

Who Should Attend

Business Professional and Team members of all levels

About Our Company

We specialize in Training and Human Capital Development, for both management and technical skills. In addition to the extensive industrial experience in human resources management, we have a pool of experts in our faculty specializing in specific areas that serve organizations of numerous industries.

Registered under HRDF.

STEPS : Strategic Tools Enhancing Performances Standards

S - Strategic - using specific SMART tools

T - Translate this SMART Tools using analytical score card.

E - Establish measurable base line metrics .

P - Performances effective implementation and rewards .

S - Strive towards perfection - Process of continues improvements .

The Trainer - AILEEN LIAN

A highly capable team leader with over 30 years' experience in managing a high quality and fast-paced industry, acquire multilevel human engagement, possess strong ability to simultaneously maintain an exceptional safety procedures while prioritizing remarkable services, oversee the team's performance, participate on assignments within time allotment and to provide human touch on every elements to accomplish significant experience

Personal Attributes: Excellent interpersonal skills | sense of urgency | results-oriented | motivational team leader | able to establish rapport easily | quick-witted | conflict resolution skills | optimistic



Education Background

- Masters of Business Administration (University of Newcastle, Sydney, Australia)
- Diploma in Business Administration (University of Newcastle, Sydney, Australia)
- Diploma in Management (Institute of Supervision and Management, United Kingdom)

>Associate Instructor

Malaysia Airlines Berhad | Aviation | Current
- Expertise in various soft skills training

>In-Flight Supervisor

Malaysia Airlines Berhad | Aviation | Current

AREAS OF EXPERTISE

Customer services * Public relations * Cultural Awareness * Time management * People management * Situational awareness Coordination * Customer relation * Information Management * Mentoring * Setting Goals * Consultation

TRAINING DETAILS

| | |
|-------------------|---|
| DATE | To Be Confirmed for IN-HOUSE TRAINING or PUBLIC PROGRAM |
| NO OF DAYS | 2 DAYS |
| FEE | RM8,000.00 (100% HRDF CLAIMABLE) |
| ENQUIRY | MR. RAMES GOPAL * 012-312 2878 /MS ROZAIDA * 03-8081 1868, 012-472 2878 |

BUSINESS ETIQUETTE
ENHANCEMENT



CATEGORY OF EMPLOYEE

Please tick (✓) where applicable!

| | |
|--------------------------|---|
| <input type="checkbox"/> | Employee of HRDF Registered Employer |
| <input type="checkbox"/> | Employee of Non Registered Employer with HRDF |

A. TRAINEE INFORMATION!

1. Name :

2. My ID Card No. :

3. Gender : Male Female

4. Address :

Postcode: State:

5. Tel. No (Office) :

6. Tel. No (Handphone) :

7. Email :

8. Academic : Sijil Pelajaran Malaysia (SPM)

Qualification

Sijil Tinggi Pelajaran Malaysia (STPM)

Certificate / Skills Certificate Diploma

Diploma Degree / Master/ Doctoorate

9. Current Position Board of Director Senior Manager Manager

Manager Executive Supervisor Other

10. Company Name/ Employer :

11. Company Address :

Steps QM Sdn Bhd (1186427-X)

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