



# The Power of First Impression

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 2 days training programme will equip participants with all the information about courtesy techniques and the ideal behaviour which are basic/essential in customer service. It is a vital tool as it is considered a “soft” area of service.

Participants will be able to handle customer with more confidence, know-how, grace and efficiency and will be able to put themselves and others at ease by showing more confidence and poise.

## COURSE OBJECTIVES

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

- . Recognise the importance of having basic courtesy as front liners due to competition from neighbouring businesses and high expectations.
- . Acknowledge that customers are vital to us employees and to our business
- . Analyse that the courtesy component is an important element for competitive advantage.
- . Able to demonstrate the behaviours that make our customer pleased. This should be practiced at all time.

## Who Should Attend

Front Liners, Team member at all levels and Profesional who want to better themselves in handling relations more effectively

## COURSE OUTLINE

Module 1	Introduction to First Impression
Module 2	- Personal Appearance - Effect of Appearance.
Module 3	Verbal Communication
Module 4	Facial Expression and Body Language
Module 5	Tone of Voice
Module 6	Listening Skills
Module 7	Behaviour to Avoid

## Delivery Methods :

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

## **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**

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

# The Power of First Impression



## CATEGORY OF EMPLOYEE

Please tick (✓) where applicable!

Employee of HRDF Registered Employer

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/ Doctaorate

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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