

BUSINESS ENGLISH FOR ORGANISED ADMINISTRATIVE SKILLS

Administration
and Customer
Service
Series

OVERVIEW

To cope with the Administrative Skills in the 21st Century, the admin assistants, executives, secretaries and clerks should be able to speak English confidently with clear voice, concise pronunciation, appropriate tone and choice of words to make the Great First Impression and liaise with the stakeholders. They should also be able to write with correct English Grammar, good sentence structure, suitable vocabulary and smooth flow of ideas to deliver the message precisely effectively to increase the efficiency of handling business correspondence.

WORKSHOP OBJECTIVES

- Communicate Well for Daily Conversation, Past Incident, Future Planning Circumstances at Ease.
- Make the Great First Impression at Starting Business Conversation.
- Have Discussion, Attend Meeting to Take Notes of the Meeting, Deliver Presentation and Write Meeting Minutes.
- Write Business Email, Letters and Memorandum Systematically to Inform, Enquire, Purchase, Follow-up and Complaint.
- Practise Business Writing Skills with Good Organization, Flow of Ideas, Standardized Format, Tone, Choice of Words and Sentence Structure.
- Answer Phone Calls, Take Messages and Make Appointment with the Stakeholders.
- Handle Challenging Customer Service Complaints Professionally.

WHO SHOULD ATTEND?

- Receptionist, Clerks, Admin Assistant, Secretary, Human Resource Assistant, Purchasing Assistant, Marketing Assistant, Accounts Assistant, Production Assistant, Telemarketing Assistant, Front Office Assistant, Non-executive and those who deal with stakeholders for Administrative Purposes.



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