

# PUBLIC SEMINAR

## English For Front-Liners

**VENUE:** ASM LEARNING CENTRE

Amcorp, Petaling Jaya

**DATE:**

**TIME:** 9.00am – 5.00pm

### OBJECTIVES:

- To enhance efficiency by enhancing the English Language proficiency of staff
- To raise communication and analytical skills, thereby raising confidence
- To understand the power of communication and response using simple everyday spoken and written English.
- To write and speak with correct grammar and develop skills in correct pronunciation.
- To use the correct expressions in daily contacts with people.
- To enable staff to undertake customer contact responsibilities with confidence and flair.

### COURSE CONTENT:

- ❖ Communication & Listening Skills
- ❖ Grammar Essentials
- ❖ Point of Contact
- ❖ Engaging Your Guest/Customer
- ❖ Describe & Explain
- ❖ Telephone Tips
- ❖ Asking the Right Questions
- ❖ Handling People



### OVERVIEW:

***"English Language is widely used in all sectors and proficiency in the language will give a greater advantage."***

This comprehensive programme is specially designed to improve and equip office personnel with the required English Language knowledge and skills.

**ASM LEARNING SDN. BHD.** (1086437-H)

Centre for Human Resource Development &

Training

Suite 901, 9<sup>th</sup> Floor, Menara PJ, Amcorp Trade

Centre

18, Persiaran Barat, 46050 Petaling Jaya,

Selangor.

### PRINCIPAL CONSULTANT & TRAINER

Dr. Manohar Ph.D. is a lecturer, speaker, trainer and consultant with over 25 years' experience in English, Business Communication, Management and Leadership Skills. He holds a Bachelor Degree (Hon) in English from the University of Malaya. He also holds a B.Sc. Degree (Hon) in Marketing, a Master Degree in Communication and a Ph.D.

## REGISTRATION FORM

Complete the registration & fax/email to:

**FAX: 603-7960 2326**

**Email: [seminar@asmlearning.com](mailto:seminar@asmlearning.com)**

**Register online: [www.asmlearning.com](http://www.asmlearning.com)**

**Online Banking: RHB A/c: 21247900052760**  
(Please fax us the bank-in-slip)

Please register me for the following programme.

## ENGLISH FOR FRONT-LINERS

PROGRAMME DATE:

FEE: RM1,200 (exclude 6%GST)

### Participant's Information

- 1) **Name:** \_\_\_\_\_
- Job Title:** \_\_\_\_\_
- Organisation:** \_\_\_\_\_
- Tel:** \_\_\_\_\_ **Fax:** \_\_\_\_\_
- H/P:** \_\_\_\_\_ **Email:** \_\_\_\_\_
- 2) **Name:** \_\_\_\_\_
- Job Title:** \_\_\_\_\_
- Organisation:** \_\_\_\_\_
- Tel:** \_\_\_\_\_ **Fax:** \_\_\_\_\_
- H/P:** \_\_\_\_\_ **Email:** \_\_\_\_\_

### Contact Person's Detail

**Name:** \_\_\_\_\_

**Job Title:** \_\_\_\_\_

**Organisation:** \_\_\_\_\_

**Tel:** \_\_\_\_\_ **Fax:** \_\_\_\_\_

**H/P:** \_\_\_\_\_ **Email:** \_\_\_\_\_

### Administrative Details

**Tel:** 03-7956 2325 / 7956 2327  
**Fax:** 03-7960 2326

**Email:** [seminar@asmlearning.com](mailto:seminar@asmlearning.com)

**Mail to:** ASM LEARNING SDN. BHD.  
Suite 901, 9th Floor, Menara PJ,  
Amcorp Trade Centre, 18,  
Persiaran Barat, 46050 Petaling  
Jaya, Selangor.

### GROUP DISCOUNT- 10%

An organization sending two (2) or more participants to attend the same course on the same day is entitled to a 10% discount.

### PAYMENT OPTION

Please make the cheque payable to:-

### ASM LEARNING SDN. BHD.

with the title of the programme written on the back of the cheque. All payments should be made in advance of the programme date.

### Certificate Of Attendance

A certificate will be issued to all participants of the programme.

### Confirmation

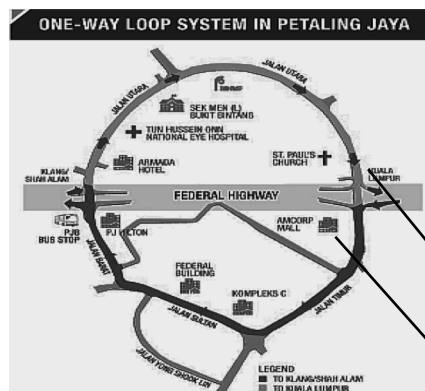
All participant(s) will receive written confirmation of their registration.

### Substitution of Participant(s)

This is allowed, provided ASM Learning is notified of the name and the designation of the new participant(s) at any time prior to the commencement of the event.

### Cancellation

If notice of withdrawal is given in writing within 10 days preceding commencement of the event - 40% of the fee will be charged. After commencement of the programme / no show- No refund will be made. Upon submitting this form, you are deemed to have read and understood the Registration Guidelines and Policies and have accepted the terms contained therein. Please return this registration form together with the payment to reach us before the event.



Petaling Jaya New Town uses a new one-way loop system. If in the direction of Klang or Kuala Lumpur take the Taman

Taman Jaya Exit both directions

**WE ARE HERE**  
MENARA PJ AMCORP  
TRADE CENTRE