



**THE SERVICE INDUSTRY**  
requires –

English Proficiency  
Communication Skills  
Customer Handling Skills  
Right Attitude/Etiquette  
Good Grooming & Posture



# SERVICE PROFESSIONAL CERTIFICATE

**PREPARE YOU FOR A CAREER AS A SERVICE  
PROFESSIONAL -**

Call 03-79562325 / 27  
E-mail: [enquiry@asmlearning.com](mailto:enquiry@asmlearning.com)

**3-month  
classroom  
training**

**1-month  
industrial  
training**

**EMPLOYMENT  
ASSURED**



# SERVICE PROFESSIONALS CERTIFICATE with CAMBRIDGE ENGLISH KET

## WHO SHOULD ATTEND?

- School leavers
- Job seekers
- Hospitality industry employees
- Those wishing to learn grooming & to speak better

These certificates enable participants to

- function in social situations
- ask and answer questions pertaining to the job functions
- discuss what to do, where to go and make arrangements
- make and accept offers
- ask for information
- ask and give directions
- gain self confidence in dealing with the public
- handle customers professionally
- carry themselves with confidence
- enhance their self image and turnout
- acquire the additional skills needed in service areas
- handle guests/customers with a service mindset

## PROGRAMME HIGHLIGHTS

- *Preparation for University of Cambridge English Test*
- *Authentic situational customer handling skills taught by experienced trainers*
- *Grooming and Posture by Industry Experts*
- *Additional Essential Skills Training - Safety, Reports/Resume Writing, Making Announcements and Attitude / Self-Motivation*
- *Site Visits*
- *Industrial Training*

## PROGRAMME DETAILS:

- 3-Month Training
- 4 Day Week (Mon – Thurs)
- Time 10.00am – 4.00pm
- 1 Month Industrial Training

## COLLABORATION WITH EMPLOYERS FROM –

- Airlines
- Hotels
- Cruise Ships
- F & B
- Travel
- Entertainment
- Healthcare

## CONTACT US-

### **ASM LEARNING SDN. BHD.**

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