



REMOTE ONLINE LEARNING

English for Customer Service

Date: September 22, 2020
Time: 10.30 am - 12.30 pm & 2.30 pm - 4.30 pm

Date : 22/09/2020
Time : 10:30 am - 12.30 pm & 2.30 pm - 4.30 pm
Duration : 4 hours
Location : Remote Online Learning
Platform : TalentLMS and Zoom
Fees : FMM Member: RM227.90/pax
(inclusive of 6% Service Tax)
Non Member: RM249.10/pax
(inclusive of 6% Service Tax)
Contact Persons : Ong Li Choo
Nora Liza
Josephine Tan
Tel. : 03-6286 7200
Email : lichoo@fmm.org.my

Facilitator

Susan Chan (Lee Tean Yin), an experienced and dedicated trainer and educationist, comes from a solid academic and business background. She has many years of experience as a lecturer and trainer. Besides, she had been Director of Mega Kids and Seri Cerdas and recently Director of AIDIOS Training and Skills Development.

As a corporate trainer she has an excellent track record. She has been an associate trainer of FMM Institute since 2000, conducting numerous corporate programmes.

An energetic and enthusiastic trainer, Susan has conducted extensive training programmes in areas such as Business Communication, Interpersonal Skills, Business English, Business Writing, Report Writing, Presentation Skills, Motivation, Supervisory Skills Development, Leadership and Personal Development through public and in-house training.

Besides FMM Institute, Susan had also been a Business English trainer for Language House and KDU Management Development Centre Sdn. Bhd.

Susan has also taught Business Communication, Public Relations, Human Resource Management courses in such renowned colleges like Metropolitan College, Life College and Inti International College Subang Jaya.

Her training programmes are well received and effective as they are very interactive, relevant and often tailored according to the needs of the client organization.

Susan holds a Masters in Human Resource and Industrial Relations (University of New Castle (Australia), a Bachelor of Arts (Hons) in English and Diploma in Education (University of Malaya). In addition, she has a Certificate in Teaching of English for Business from London, LCCI (distinction).

English For Customer Service is a course designed to help people working in customer service to improve their communication in English. It is a practical, modular, task-based course that encourages participants to apply the language they learn to their own business situations and needs. Participants will practice the appropriate use of English in situations commonly encountered in their specific business environment.

The course content covers key topics likely to be encountered in the workplace. Learners will focus on the essential language they need to communicate effectively with external parties like customers and clients. The course focuses on speaking and listening skills. In addition, emphasis will be given to strengthening grammar and enlarging the vocabulary needed for their specific business objectives.

Course Objectives

- Communicate confidently and effectively with customers
- Produce grammatically correct sentences and clear messages
- Able to listen well and speak with correct pronunciation

Course Contents

Speaking Skill

- Greetings
- Polite Requests and Refusals
- Giving and Clarifying Information
- Dealing with Complaints
- Making Apologies

Listening Skill

- How to Listen Without Interrupting
- Practice Active Listening
- Practice Listening and Decoding Message

Vocabulary

- Words Related to Customer Service
- Phrases Needed for Specific Business Objective

Grammar

- Tenses
- Verbs
- Question Tags
- Framing and Answering Questions
- Polite Expressions

Who Should Attend

Customer Service/Customer Care, Sales, Marketing and Front Desk Staff

REGISTRATION FORM

English for Customer Service

September 22, 2020 (Tuesday)

10.30 am - 12.30 pm & 2.30 pm - 4.30 pm

Remote Online Learning

The Manager

FMM Institute

Tel: 03-6286 7200 Fax: 03-6277 6712

Email: training@fmm.org.my

Dear Madam,

Please register the following participant(s) for the above programme:

(To be completed in **BLOCK LETTERS**)

Please tick (✓) accordingly:

PSMB Scheme: SBL

Non Contributor

Fees: FMM member RM227.90 / pax
(Inclusive of 6% Service Tax)

Non Member RM249.10 / pax
(Inclusive of 6% Service Tax)

1. Name

Designation

E-mail

Nationality

IC No.

2. Name

Designation

E-mail

Nationality

IC No.

(if space is insufficient, please attach a separate list)

Enclosed cheque/bank draft No. _____ for RM _____

Being payment for _____ participant(s) made in favour of the "FMM Institute".

Submitted by:

Name: _____

Designation: _____ E-mail: _____

Tel: _____ Fax: _____

Company: _____ FMM Membership No.: _____

Address: _____

My Corporate Identity No.: _____ Date : _____

Registration is on a first-come first-served basis. Cheques made in favour of the "FMM Institute" or payment advice via online payment should be forwarded one week before the commencement of the programme. Completed registration form online, faxed, mailed or e-mailed to FMM Institute, would be deemed as confirmed.

All cancellations must be made in writing. There will be no charge for cancellation received 14 or more working days before the start of the programme. Cancellation received 7 – 14 working days before the start of the programme is subject to a cancellation fee of 50% of the course fees. Cancellation received 6 working days and below before the start of the programme is subject to a cancellation fee of 100% of the course fees. If the participant fails to attend the programme, the full course fees are payable. However, replacement can be accepted at no additional cost. The FMM Institute reserves the right to change the facilitator, reschedule or cancel the programme and all efforts will be taken to inform participants of the changes. Should the programme be cancelled or postponed, FMM Institute is not responsible for covering airfare, hotel or other travel costs incurred by the participants.