

ADVANCE CLERICAL & ADMINISTRATIVE SKILLS

(2 day public program)
17 & 18 August 2009



Clerical and administrative staff play an important role in the day-to-day running of any office. Without strong and efficient support staff, no organization can offer quality service or expand their business. Therefore, training clerical staff helps in better performance and customer satisfaction.

Act today and equip your staff with skills to contribute to the overall efficiency of your office, offer a strong base of support to your managers, be competent and confident in their words and increase your profitability.

Program Objectives

- Help the understand the diverse roles that clerical staff play in an organization
- Assist them to acquire new skills and ideas on how to get things done more effectively in the office.
- Make them learn how to organise and plan their work - flow.
- To communicate effectively with supervisors, colleagues and clients.

Target Group

Equally good for all Assistants, Clerks/Clerical Officers, Office Support Staff, Non-Exempt Staff, New Recruits and all those involved in office and clerical work in one way or another.



MINA RESOURCES SDN BHD

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