



**UTM**  
UNIVERSITI TEKNOLOGI MALAYSIA

School of  
Professional and  
Continuing  
Education  
(SPACE)



# CERTIFICATE IN CUSTOMER SERVICE SKILLS

**13-14 MAR 2019**

**HOTEL GRAND PARAGON,  
JOHOR BAHRU**

## INTRODUCTION

Aimed at developing professional INDIVIDUALS with the right communication and workplace skills for the Service Industry.

## COURSE CONTENT

1. Improve your pronunciation, vocabulary, grammar & business writing skills
2. Understand authentic English with more confidence
3. Focus on real life communication through industry centred learning activities
4. Learn how to write emails effectively and when to write.
5. Learn to use appropriate words to convey your message.
6. Prepare for International Communication.

## MODULES

- Business English
- Principles of Customer Service
- Principles of Customer Service Communication
- Problem Solving, Decision Making & Critical Thinking

## FACILITATOR



**Eililen Chandra (Dr.)**  
B.A (Business) Toronto, TESL Ontario  
PhD Professional Communication, ADTHE (Nottingham)

Dr. Eililen Chandra has over 30 years of experience in the areas of Education, Hospitality and Corporate Training. He owned and operated several restaurants/bistros in Toronto, Canada, from 1992 to 2003. Whilst at it he pursued TESL and taught at several languages schools in Toronto.

In Malaysia, prior to opening Elnet Talent Solutions Centre of Excellence he owned and operated UK language Centre & Al-Ikhlas Education which had affiliations to The British Council. He has also worked for several educational institutions such as Raffles Education Group, KL Metropolitan University, UCSI, Taylors University College, Stamford University College, SEGI University College, Universiti Teknologi Malaysia and UTHM.

Centre for Professional Development, UTMSPACE Johor Bahru

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**UTMSPACE**  
ESTD 1982

**HRDF Claimable**

UTMSPACE is a Training Provider under HRDF  
(Reg. No. 0902)

**IN-HOUSE COURSE** can be designed in accordance with organizational requirements

# REGISTRATION FORM

To confirm your registration, please complete this form including payment.

YES! Please register the following participant(s) for this course

I am interested but unable to attend. Please put me on your mailing list

Please tick (/) where applicable

Course Name : **CERTIFICATE IN CUSTOMER SERVICE SKILLS**

Date : **13-14 Mar 2019**

Venue : **Hotel Grand Paragon, Johor Bahru**

Fee :  **RM950.00** per pax  **RM890.00** per pax  
(3 persons and above from the same organisation)

**Includes refreshment, course material & Certificate of Attendance**

Please contact EN. RIDZUAN at 07-521 8170 for special package (more than 20 persons) and accommodations.

## \*DETAILS OF PARTICIPANT ATTENDING THE COURSE :

Bil.	Name of Participant	Mobile No.	E-mail	NIRC (for HRDF claim)	FEE (RM)

(Please attach a separate list if necessary)

\*UTMSPACE respects the privacy of its customers with regards to personal data. For further details, please visit [www.utmspace.edu.my/pdpa](http://www.utmspace.edu.my/pdpa)

Total

SPONSORSHIP :  Self-Sponsored  Company-Sponsored

## INDIVIDUAL / COMPANY DETAILS (for issuance of invoice) :

Organisation : \_\_\_\_\_  
Address : \_\_\_\_\_  
Contact Person : \_\_\_\_\_ Co. Reg. No.\* : \_\_\_\_\_  
\* If applicable  
Tel. No. : \_\_\_\_\_ Designation : \_\_\_\_\_  
Fax No. : \_\_\_\_\_ E-mail : \_\_\_\_\_

*Cancellations received in writing 30 days prior to the programme are eligible for refund, subject to a 15% cancellation fee. Cancellations received less than 14 days from the date of the programme are not eligible for a refund. However, substitute attendees are welcome. Please note that the speakers and topics are confirmed at the time of printing. However, circumstances beyond the control of the organisers may necessitate substitutions or cancellations of speakers and/or topics. As such UTMSPACE reserves the right to alter or modify the advertised speakers and/or topics.*

Authorised Signature\* : \_\_\_\_\_ Date : \_\_\_\_\_  
Name : \_\_\_\_\_ Designation : \_\_\_\_\_  
\* Head of Department/ Approving Manager

Company Stamp

## MODE OF PAYMENT

### A. Cheque or Bank Draft

Cheque No. / Bank Draft No. : \_\_\_\_\_ Bank/ Branch : \_\_\_\_\_

All crossed cheque / bank draft should be made payable to Account Name : UTMSPACE  
Account Number : 8601518228 | Bank Name : CIMB Islamic Bank Berhad | Branch : UTM Skudai, Johor

### B. Telegraphic Transfer / Local Order

Transaction Date : \_\_\_\_\_ Reference Number : \_\_\_\_\_

| Terms & Conditions Apply |

## FOR FURTHER INFORMATION, PLEASE CONTACT :

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