

**SBL CLAIMABLE**

# BUSINESS ENGLISH FOR ORGANISED ADMINISTRATIVE SKILLS



## OVERVIEW

To cope with the Administrative Skills in the 21st Century, the admin assistants, executives, secretaries and clerks should be able to speak English confidently with clear voice, concise pronunciation, appropriate tone and choice of words to make the Great First Impression and liaise with the stakeholders.

## OBJECTIVES

- Communicate Well for Daily Conversation, Past Incident.
- Make the Great First Impression at Starting Business Conversation.
- Have Discussion, Attend Meeting to Take Notes of the Meeting, Deliver Presentation and
- Write Meeting Minutes.
- Write Business Email, Letters and Memorandum Systematically to Inform, Enquire,
- Purchase, Follow-up and Complaint.

## COURSE OUTLINE

- Module 1: How to Overcome the Fear of Speaking Good English
- Module 2: Polishing English Writing Skills at Work
- Module 3: How to Respond to Customer Requests in a Positive Tone
- Module 4: How to Write Friendly Business Email
- Module 5: Intercultural & Interdepartmental Communication Skills
- Module 6: Telemarketing and Phone Skills



## WHO SHOULD ATTEND?

Receptionist, Clerks,  
Admin Assistant,  
Secretary, Telemarketing  
Assistant,  
Front Office Assistant,  
Non-executive and those  
who deal with  
stakeholders for  
Administrative  
Purposes.



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