



Asia Masters Center

Skills Of Dealing With VIP



Skills Of Dealing With VIP

Course Objective

- To develop personal skills in dealing with different personality types of guests in different situation
- Useful business etiquette information to help participants achieve their goals while improving their job performance
- Meet & Greet important people in a proper manner
- Behave & dress correctly in both business & social occasions
- Maintain effective verbal/nonverbal communication skills
- Represent the organization at various functions
- Organize & manage events such as business luncheons and formal dinners
- Deal successfully with the Media

Target Audience

- Personnel officers
- public relations professionals
- events organizers
- personal assistants
- employees in the hospitality business
- all those whose position requires dealing and interacting with important persons in both government and private sectors



Course Outline

- The definition of Etiquette & Protocol
- Business Etiquette
- Qualities of the ideal escort/host
- Communication
- Dealing With the Guest Complaints
- Difficult Personality Types of Guests
- Coping With the Cultural Difference
- Speaking On the Phone
- Rules of Greetings
- Rules of Introductions
- Rules of Hand-shaking
- Dress for Success
- Business Card
- Business Gifts
- Dealing with the Media
- Some Tips on Proper Etiquette for Elevators
- The Business Meal



➤ **The Feature Of Asia Master Training And Development Center**

- we pick up the customer from the airport to the hotel.
- we give the participant training bag includes all the necessary tools for the course.
- Working within groups to achieve the best results.
- All our courses are confirmed and we do not postpone or cancel the courses regardless of the number of participants in the course.
- We can assist you in booking hotels at discounted prices if you wish to book through us.
- We offer the certificate from Asia Masters Center for Training and Administrative Development.

➔ **The Cost Of The Training Program Includes The Following:**

- 1) Scientific article on flash memory.
- 2) Training Room.
- 3) Training.
- 4) Coffee break.
- 5) The training bag includes all the tools for the course.

Price (USD)

**Communicate with the training department
to know the participation fees**

➤ **There are offers and discounts for groups**

The details of the bank account

Bank name: CIMB Bank Berhad

Account name: Asia Masters Center SDN. BHD

Bank account number: 80-0733590-5

Swift code: CIBBMYKL

IBAN: Null