



Asia Masters Center

Office Management For Senior Managers & VIPS



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Office Management For Senior Managers & VIPS

➔ Course Objective

- Define and understand the role of the office manager and administrator
- Implement verbal and written communication strategies needed for carrying out responsibilities in an effective manner
- Develop a service attitude and mindset aimed at the internal and external customer
- List the main causes of stress and apply the techniques needed to control them
- Apply time management techniques required for better office productivity
- Organize meetings effectively
- Handle telephone calls properly and professionally

➔ Target Audience

- Administrators, assistants, executive secretaries, existing or prospective office managers, senior administrators and supervisors of junior level employees.



Course Outline

- The role of the office manager and administrator
- Perception versus reality
- The 3Ds of successful administrators: dramatically and demonstrably different
- Competencies required for success
- What it takes to be a 'star' at work
- Identifying your role
- Effective verbal and written communication skills
- Improving credibility and gaining recognition
- Importance of having positive attitude
- Being assertive
- Selling your ideas to the boss, colleagues, subordinates and clients
- Preparing a professional presentation
- What constitutes professional business writing
- Style and layout
- Obtaining your objective with the reader
- Expectations of readers
- Serving the internal and external customer
- Understanding the needs of internal and external customers
- Removing services barriers
- Providing excellent service
- Breaking down the silo mentality
- Handling complaints
- Stress management techniques
- Causes and symptoms
- Identifying your stressors
- How stress affects performance
- Formulating a comprehensive stress management plan



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➤ **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.



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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