



#Public Training/Workshop#

## Professional Grooming Career & Business Success

*"The Art Of Adventure For Lifelong Learning"*

### INTRODUCTION:

Every organization has its "personality", culture and system of doing things including a code of dressing. To succeed in such an environment, you must look, act and live the part. Hence, as support associates, it is you, who project the corporate image of the organization. Your appearance, behavior, attitude and conduct will certainly leave a lasting impression on your guests/clients. To the outside world, you are a reflection of your organization and within the organization, you are a reflection of its value, style and culture.

### COURSE OBJECTIVES:

Upon completion of the program you should be able to:

- ◆ Project a professional image at workplace
- ◆ Become "positive" models to your staff & colleagues
- ◆ Communicate effectively & understand body language
- ◆ Know the importance of proper appearance & grooming
- ◆ Understand the general guideline in business etiquette

### PROGRAM SCHEDULE:

Registration	: 8.30am
Morning session	: 9.00am - 10.30am
Morning Tea	: 10.30am - 10.45am
Lunch	: 1.00pm - 2.00pm
Afternoon session	: 2.00pm - 3.30pm
Afternoon Tea	: 3.30pm - 3.45pm
End	: 5.00pm

### METHODOLOGY:

The training delivery will be approach through various methods i.e. facilitations, live demonstrations and active participation from the participants.

### Venue :

Monterez Golf Club

### Medium :

English

### Date :

21 Mar 2016

### Duration :

1 Day (9am - 5pm)

### WHO SHOULD ATTEND?

- ◆ Secretary
- ◆ Receptionist
- ◆ Sales Presenter
- ◆ Business Developer
- ◆ Project Manager
- ◆ Decision Maker
- ◆ Head Of Department
- ◆ Junior Executive
- ◆ Customer Services
- ◆ People Who Dealing With Customers
- ◆ Anyone That Related To this Training Need To Attend.



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## COURSE OUTLINE

### 1. Building Professionalism

- ◆ Elements of Success
- ◆ Levels of Awareness
- ◆ Elements of Professionalism (3Cs)
- ◆ Criteria for Professional Image
- ◆ Formula for Professional Success

### 2. Work-Out Your Professional Image

- ◆ First Impression is the lasting Impression
- ◆ Barriers to polished professional image
- ◆ Tips to polish your Image
  - \*Head to Toe
    - ~Know your skin type
    - ~Proper face & body care

### 3. Professional Make-up

- ◆ Hair – Facial hair/ Hair Style/Hair Colors/
- ◆ Scarves- Styles/Colors
- ◆ Cosmetics
- ◆ Fragrances
- ◆ Accessories

### 4. Understanding My Style

- ◆ Understanding the levels of Authority/Hierarchy
- ◆ Establishing professional Presence
- ◆ Establishing Colors for Me and My Authority
- ◆ Understanding My Body Shape
- ◆ Guideline to Business Attire (Men/Women)
- ◆ Guidelines to dressing for all occasions

### 5. Business & Social Etiquette

- ◆ Establishing behavioral manners for formal or informal situation
- ◆ Introduction
  - 1.Understanding the principles for:
    - ~Social Events
    - ~Formal/Office Environment
    - ~Levels of Authority
  - 2.The Hand Shake
    - ~Various ways or Styles
  - 3.Behavior/Posture
    - ~Establishing Office Vs Social Behavior
    - ~Establishing the Proximity/Distance
    - ~Establishing the correct posture (standing/sitting/walking)



## Trainer's Profile

### Hjh Asma Laili Hj Mohd Isa

Asma holds a MBA from International Islamic University of Malaysia, with a major in General Management, whilst, her initial degree was in the area of Hotel & Restaurant Management from University of New Haven, Connecticut, United States Of America.

She has more than **20 years** of experience in the hospitality industry from her previous capacities as a Human Resource Manager, Assistant Training Manager, Training Officer, Operation and Catering Manager, Banquet Sales Executive / Banquet Executive and Assistant Manager (Front Office). Her programs are certainly exciting and interactive as she includes many hands-on activities to keep participants motivated throughout her sessions.

Asma is a PSMB certified trainer and over the years, she has formulated and conducted various training programs for public, corporate, government and semi-government agencies namely: GEMS, IFDR, PUS-PEN/PERSADA, JPM, KPT, LHDN, AKPK, FAMA, FELDA, STAR Publications, Malakoff, Kontena Nasional, GMI, IPPJ, TM, TNB, MMU, INSAN (KK), UUM, MSU, UTM, HOTEL PURI (MELAKA), BAYVIEW HOTEL (LANGKAWI), KOLEJ KEJURURAWATAN(KB), SUMIPUTEH, KKM, RISDA and KPM. Kementerian Belia Dan Sukan, UTHM, Universiti Malaysia Kelantan (UMK), Syarikat Air Kelantan (AKBS)

She is presently the External Examiner for Executive Diploma Program (Hospitality), Diploma Program and Certificate Program under Olympia College and Raffles College.

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**Our program is claimable fully under HRDF/PSMB**

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# Registration Form

## Professional Grooming Career & Business Success

**DATE:** 21 Mar 2016 . **VENUE:** Montez Golf Club

PLEASE COMPLETE THIS FORM AND EMAIL :

amirul@aslpublicworkshop.com or **FAX :** +603 - 55480024

**PARTICIPATION FOR TWO DAYS WORKSHOP FEE :**

**WANT TO KNOW MORE???**

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### PARTICIPANT'S NAME :

Name : \_\_\_\_\_

Position: \_\_\_\_\_ Dept: \_\_\_\_\_

DL : \_\_\_\_\_ HP: \_\_\_\_\_

Email: \_\_\_\_\_

Name : \_\_\_\_\_

Position: \_\_\_\_\_ Dept: \_\_\_\_\_

DL : \_\_\_\_\_ HP: \_\_\_\_\_

Email: \_\_\_\_\_

Name : \_\_\_\_\_

Position: \_\_\_\_\_ Dept: \_\_\_\_\_

DL : \_\_\_\_\_ HP: \_\_\_\_\_

**Company Name:** \_\_\_\_\_

Address \_\_\_\_\_

City: \_\_\_\_\_ Postcode: \_\_\_\_\_

Tel : \_\_\_\_\_ Fax: \_\_\_\_\_

Authorization (Signatory must be authorized on behalf of the company )

Name: \_\_\_\_\_

Position: \_\_\_\_\_ Department : \_\_\_\_\_

DL: \_\_\_\_\_ Email : \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

This booking is invalid without a signature & company stamp.

### TERMS & CONDITIONS:

1. Workshop Fee is not inclusive of accommodation and transportation

2. Fees are inclusive of program materials and refreshments.

3. Payment Terms - Following completion and return of the registration form, full payment is required within Ten (10 ) working days upon the issuance of invoice or a letter of undertaking( LOU ) .Payment or LOU must be received prior to the conference/ training date. A receipt will be issued on payment. Due to limited conference/ training seats, we advise early registration to avoid disappointment.

### 4.CLIENT'S CANCELLATION/SUBSTITUTION

Client's cancellation must be received in writing by MAIL or FAX two (2 ) weeks prior to the event in . All bookings carry a 50% cancellation liability should the notice given is less than two(2) weeks. and 100% cancellation liability 4-days prior to the event Non-payment or non- attendance does not constitute cancellation.

( However, complete set of documentation will be sent to you. Substitutions are welcomed at any time. All cancellations of registration must be made in writing )

5. If, for any unexpected circumstances or reasons that ASL Group decides to postpone this event, the client hereby indemnifies and holds ASL Group harmless from any cost incurred in by the client. The event fee's will be refunded,

ASL Group reserves the right to change the content without notice.

6. Copyright etc. - All Intellectual Property rights in all materials produced or distributed by group in connection with this event is expressly reserved and any unauthorized duplication, publication or distribution is strictly prohibited.

7. Important note: In the event that if ASL Group permanently cancels the event for any reason whatsoever, (Including, but not limited to any force majeure occurrence) and provided that the event is not postponed to a later date nor is merged with another event, the client shall receive a refund for the amount that the Client has paid to such permanently cancelled event.

8. All Payment should Be Made to :

**ASL Training & Consultancy Sdn Bhd.**

**COMPANY STAMP**

