



编 号: M-2017-41
日 期: 2017年6月1日
敬 致: 全体会员商家
副 本: 全体董事

“卓越客户服务与损害管制”培训课程 (25-7-2017)

吉隆坡暨雪兰莪中华总商会(隆雪中总)订于2017年7月25日(星期二)于本会研讨室举办一项全天之“卓越客户服务与损害管制”培训课程。有关详情如下:

日期 : 2017年7月25日(星期二)
时间 : 上午9时正至下午5时正
地点 : 隆雪中总 研讨室
1st Floor, Wisma Chinese Chamber,
258, Jalan Ampang,
50450 Kuala Lumpur.
主讲人 : 宋静露讲师
媒介语 : 英文
收费 : RM480 (含茶点、午餐、讲义及6%消费税)
* 凡5人(同一公司)报名,可享有10%的折扣
* 可申请 HRDF ~ SBL
* 支票抬头“KLSCCCI”
报名截止日期 : 2017年7月20日(星期四)

随函附上课程节目表及报名表格供参阅。敬请会员商家踊跃报名参加,并请于 **2017年7月20日(星期四)** 前填具报名表格,连同费用一并传达本会秘书处,以利安排是盼。

如有任何询问,请联络本会秘书处许国仕先生,电话:03-4253 2135; 传真:03-4253 2524 / 0; 电邮: kohks@chinesechamber.org.my。

谨此通知,谢谢!

总执行秘书

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谨启





Our Ref. : M-2017-41
Date : 1st June 2017
To : All Members
c.c. : All Council Members

Training Course on “Executing Customer Service Excellence & Handling Damage Controls” (25-7-2017)

The Chinese Chamber of Commerce and Industry of Kuala Lumpur and Selangor (KLSCCCI) will be organising a training course on “Executing Customer Service Excellence & Handling Damage Controls” on 25th July 2017 (Tuesday). The full day training is scheduled as follows :

Date : 25th July 2017 (Tuesday)
Time : 9.00 a.m. to 5.00 p.m.
Venue : Seminar Room
1st Floor, Wisma Chinese Chamber,
258, Jalan Ampang,
50450 Kuala Lumpur.
Speaker : Ms. Jean Soong
Medium : English
Fee : RM480 per pax (include refreshments, lunch, notes & 6% GST)
* 10% discounts will be given to company with 5 participants
* claimable under HRDF ~ SBL
* cheque payable to “KLSCCCI”
Closing Date: 20th July 2017 (Thursday)

Attached herewith the programme and registration form for your reference. We cordially invite all members to participate actively and revert the duly completed registration form and registration fees to the Secretariat **latest by 20th July 2017 (Thursday)** to facilitate arrangements.

Should you have any enquiries, please contact Mr. Koh K.S. of the Secretariat at Tel : 03-4253 2135; Fax : 03-4253 2524 / 0; kohks@chinesechamber.org.my.

Thank you.

Yours faithfully,



Ho Soo Fong
Executive Director