

PROFESSIONAL CERTIFICATE IN BUSINESS OPERATIONS SUPPORT (BOS™)

COURSE CODE: HIT9622 (Class) or HIT9623 (Online)

LEVEL: Basic-Intermediate

LANGUAGE: Bahasa & English

OBJECTIVE

Whether you work for someone or your very own business, it is your responsibility to ensure that your organisation is running efficiently. Some key responsibilities of a business operations support executive include customer service, sales & marketing, customer relationship management, accounting & finance, and project management. Business operations support is a highly coveted and challenging role, with many employers seeking experienced and proficient applicants. As such, many candidates study business operations support training to gain a competitive edge; a business operations support qualification is hugely effective at grabbing a prospective employer's attention.

By successfully completing this course, participants will be able to:

- Describe the basic functions needed to run a business.
- Describe financial management systems within a business.
- Describe personnel management within a business.
- Summarize sales management within a business.
- Describe common marketing practices within a business.
- Describe the accounting principles of a business.
- Describe inventory control, fulfilment, taxes, and organization of a business.
- Describe the critical role of Information Technology in a business, and
- Demonstrate mastery of lesson content at levels of 70% or higher.

SYNOPSIS

Success begins with the fundamentals. But many people, whether they're office personnel or industrial workers, lack the mastery of essential soft skills necessary to be successful in the workplace. Our program, divided into two core areas of skills-based courses cover Mindset Transformation, Organizational Skills, Inter-Personal Communication Skills, Critical Thinking Skills and Leadership & Influence as well as functional skills such as Customer Service Excellence, Sales & Marketing Fundamentals, Supply Chain Management Best Practices, Introduction to Financial Management, and Essentials of Project Management, using tools and quality principles. These programs have been designed or tailor-made to meet the specific industry needs of participating organizations. Participating companies will benefit greatly from this program that group together related coursework and are designed for flexibility, addressing the professional and personal needs of each trainee.

LEARNING OUTCOME

Our participants will be exposed to a combine the self-paced program with on-the-job training and would provide them both knowledge and experience. Trainees who complete the program develop the expertise to:

- **Discuss** the concepts and skills that a first-level executive would use in their daily responsibilities including: business concepts, how to plan, organize and control, the process of business operations, customer service; training, communication, project coordination, cost control and work simplification.
- **Maintain** and understand accounting methods, preparing financial statements and balance sheets, accounting journals including accounts receivables and payables, inventory, sales, purchases, and payroll.
- **Understand** the various principles of business finance and supply chain management.

- **Plan** marketing strategy, focusing on product, pricing, promotion, and distribution.
- **Describe** the principal requirements of sales management, including the recruiting, selecting, and training of sales people, prospecting for clients, planning, and developing a sales strategy.
- **Understand** the capabilities, functions, operations, and applications of technology and how they are used in business today.

COURSE DURATION

20 days (9am - 5pm)

Tea Breaks: 10:30am & 3:30pm

Lunch: 1:00pm-2:00pm

Note: Please contact our office for Training Date or visit our website for details (www.zohlgroupp.com)

METHODOLOGY

This program will be conducted with:

- Interactive Lectures | PowerPoint presentation
- Group Discussions
- Practical Exercise
- Video Demonstration
- Role Play | Case Study | Quiz & Exam

TARGET AUDIENCE

- Kumpulan B40
- Siswazah baru (Fresh graduates)
- Pekerja yang diberhentikan (Retrenched Workers)
- Lulusan sekolah (School leavers)

LOCATION

ONLINE or Mindset Discovery Center™@ZOHL, M2-6-08, Level 6, 8trium Tower 2, Jalan Cempaka SD 12/5, Bandar Sri Damansara, 52200 Kuala Lumpur or Client's Preferred Location or selected venue in the Region(s)

COURSE FEE

FULLY SPONSORED BY GOVERNMENT through **PERKESO PENJANA KERJAYA 3.0 INITIATIVE**

(Participants will get Course Material, Attendance Certificate, Professional Certificate, and Meals for Physical Classroom Training))

CERTIFICATE

Participants will be issued a Certificate of Attendance/ Competency and joint Professional Certification with UiTM upon successful completion of this training program. Full attendance is a pre-requisite.

HRDF SBL KHAS

NOT APPLICABLE

CERTIFICATION BODY

Universiti Teknologi MARA



REGISTRATION METHOD

1. **Online:** <https://zohlgroupp.com/mdc/perkeso-registration/> **OR**
2. Download this brochure at: <https://zohlgroupp.com/mdc/perkeso-brochure/> and fill up the required information. Then please fax to: 03.6279.0663
3. Or contact our office at: 03.6279.9276 / 013.398.1038

Customized In-House Training Program is available in the following areas:

Accounting & Finance | Administrative Skills | Career Development | Human Resources | Personal Development | Sales & Marketing | Leadership & Management | Workplace Essentials | Digital & Social Media Marketing | Cust Svc | SCM | Entrepreneurship | Soft Skills | HSE | Engineering | Telecoms | ICT | ISO | PM | TQM

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PERKESO

COURSE CONTENT

GETTING STARTED

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

SOFT SKILLS TRAINING (10 days)

- Mindset Transformation – 2 days
- Organizational Skills – 2 days
- Interpersonal Communication Skills – 2 days
- Critical Thinking – 2 days
- Leadership and Influence – 2 days

FUNCTIONAL SKILLS TRAINING (10 days)

- Outstanding Customer Service – 2 days
- Sales and Marketing Fundamentals – 2 days
- Supply Chain Management Best Practices – 2 days
- Introduction to Financial Management – 2 days
- Essentials of Project Management – 2 days

Question & Answer Session

Examination

- Ensure that you have filled up the basic details.
- This exam consists of 40 multiple-choice questions.
- Candidates need to score a minimum of 65% of the total marks (i.e. 26 out of 40) to pass this examination.
- The total duration of this examination is 90 minutes.
- Candidate should Tick against only one correct answer in Multiple Choice Questions.
- There is no negative marking system applicable to this examination.
- In case the participant does not score passing % then they will be granted a 2nd attempt at no additional cost. Re-examination can be taken up to 30 days from the date of the 1st exam attempt.

End of Program House-Keeping

- Program De-Briefing
- Feedback Questionnaire
- Closing Ceremony

NOTE: The Above Training will be conducted both in English & Bahasa Malaysia

FACILITATOR

Alauddin Razali has more than 23 years of experience in Business Coaching, Consultancy, Master Trainer, and Facilitator. He is one of the Senior Trainers with ZOHL Consultancy Sdn Bhd for the past 5 years. His primary responsibilities included business turnaround and entrepreneurship development with major emphasis in business model canvassing, business management, sales & marketing strategy, communication skills and upgrading of personal soft skills and working skills in the following sectors:

- Private Companies, GLC, MNC, and Government Agencies.
- Since 2013, Alauddin has been trainer for Mindset Discovery Centre@ZOHL for their CIDB and HRDF training programs. Some of the programs include Effective Leadership & Supervisory Skills and Office Management. In addition, he has also conducted training programs for MARA, PUNB, INSKEN, AIM, and IPTAs.

He was also involved in providing Soft Skills training for Khazanah SLIM-GREEN Program for 3 years and TalentCorp GEMS Program for 3 years

on the following subjects:

Mindset Transformation, Business Etiquette and Personal Grooming Leadership & Influence, Organizational Skills, Time Management Leadership & Supervisory Skills, Team Building Office Administration & Management, Moment of Truth Entrepreneurship, Sales & Marketing Strategy Business Model Canvassing, Customer Service Excellence Business Operations, Business Coaching & Mentoring Business Planning, and Interpersonal Communication Skills.

Alauddin served the Royal Malaysian Navy as Chief of the Boat and Onshore for about 16 years. Later, he built his own business related to engineering, IT and construction. He was also invited to appear in a local TV show on a program called 'Developing Negotiation Skills' in the year 2000.

Education:

- Engineering major from HMAS Nirimba, NSW, Sydney, Australia
- Royal Australian Navy: Nuclear, Biological, Chemical & Damage control Course
- BPMB: Executive Bumiputra Entrepreneur

Fakifah bt Mat Kasa (Kit Kasa)

Kit is a speaker for the local and international audiences. She has served organisations varying from the SMEs to the multinationals with clients from the tea lady right up to the CEO. Her background ranges from corporate, industrial, academic to research. She has done a stint as the Administrator of United Nations Global Compact Local Network, Malaysia.*



Kit's working experience is as follows:

- Bank Officer in a local bank
- Company Secretary in a company with varied interests
- Human Resource Executive in a European factory
- Operations Manager in an Energy Service Company
- Administrator of United Nations Global Compact
- Researcher

In January 2019, Kit was appointed as a member on the Industrial Advisory Panel of KDU University College for 2019 and 2020.

Her passion is English and has for many years trained adults in the various forms of English; from spoken to written – in specialist areas of nursing, customer service, in more general areas of Proficiency in English and Business Writing, Report Writing and Technical Report Writing and programs which require specific input and results. She has trained English for SLIM trainees since the national inception. As she is also trained as a TQM facilitator and in Meta-NLP, she applies these in all her interactions; in training and/ or consultations.

Application of Advanced Methods of Thinking Skills

Her success in carrying out training stems from her ability to connect with the participants. She subscribes to understanding and applying Herrmann Brain Dominance Index, synchronising channels of communication at all times, during the course of training.

Kit had successfully completed and is now a Neuro-Semantics Meta NLP Practitioner, holds a Certificate in Accessing Personal Genius and has obtained her Certifications for Coaching Essentials by the International Society of Neuro-Semantics, USA. She is a PSMB certified trainer TTT/0822, by the Human Resource Development Foundation, Malaysia.

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Sebarang pertanyaan sila hubungi Cik Niesa

ZOHL Consultancy Sdn Bhd (332967-D) (SST ID:W10-1810-32000429)

M2-15-02, Level 15, 8trium Tower 2, Jalan Cempaka SD 12/5

Bandar Sri Damansara, 52200 Kuala Lumpur

T: 03.6279.9276 F: 03.6279.0663 HP: 013.398.1038 E: training@zohlgroup.com

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In her pursuit that individuals should have a holistic professional approach in their careers, occasionally, Kit provides training on dining etiquette and grooming for professionals. This refers to European fine dining etiquette applicable at a full service restaurant.

Jane Teh spent the first half of her career in corporate sales, starting with a small IT Reseller, to a Distributor of high-end servers and storage, then climbing the ranks to becoming Business Manager of one of the major Multi-National Corporations in Personal Computers before embarking on the entrepreneurship route. She is currently the director of a beauty salon that makes women 10 years younger in just 8 weeks, and director-consultant for the largest referral marketing organization in the world. She also wrote a Diploma in Spa Management, and is spa-program coordinator with BERJAYA University of Hospitality.

Jane holds a Bachelor of Commerce, majoring in Finance and Marketing from Curtin University, Perth, Western Australia. She sits on the Alumni Committee of Curtin University for the Malaysian Chapter. She is currently a lecturer of Business Ethics and Corporate Citizenship in BERJAYA University of Hospitality and is a Certified Trainer, HRDF, Malaysia.

OTHER TRAINERS

SHAZWAN SALEH is a Professional Learning Facilitator who helps people take charge of their personal and professional lives by making brave choices and accelerate their success. He specialises in effective change management, which focuses on sustainable change programs and efforts towards achieving excellence.

NORAINI MOHD NOR graduated in 1991 with Diploma Perakaunan, KUSZA, Kuala Terengganu and in 1995 she obtained Ijazah Sarjana Muda Perakaunan, UUM, Sintok, Kedah. She is Chartered Accountant and Member of Malaysian Institute of Accountant (MIA) (Membership No: CA39610). She is currently a trainer at Institut Keusahawanan Negara (INSKEN); Biskanselor at Institut Keusahawanan Negara (INSKEN) and Freelance Trainer and Financial Management consultant at ZOHL Consultancy Sdn Bhd. She is also an HRDF-certified trainer with TTT No 7019.

CHUA LEE LING has more than 20 years of experience working in the Logistics sector. She assumed various roles while working for a score of companies including shipping clerk, senior shipping clerk cum sales, senior shipping coordinator cum purchasing, shipping executives, logistics executive cum purchasing, and logistics manager.

NG SOON KIANG is a Bachelor Degree holder of Chemistry with Minor in Management. He started his career as Production Shift Supervisor in a US based medical glove manufacturer before moving to R&D line in an Australian glove manufacturer as an R&D Chemist over a total of 8 years. He then served as Senior Chemist in Quality Control Laboratory in Metal Smelting for 8 years and later moved to Wood-based Manufacturing Sdn. Bhd. as an R&D Manager.

*Note: Trainer availability is subject to change

REGISTRATION FORM

Participant#1: _____

Position: _____

IC No: _____

Participant#2: _____

Position: _____

IC No: _____

Training Date: _____

Training Venue: _____

Organization: _____

Address: _____

Contact Person: _____

Position: _____

Tel: _____

Fax: _____

Email: _____

Company Website: _____

PAYMENT

CASH: RM _____ OR

CHEQUE No: _____

Please fax your bank-in slip to 03.6279.0663 or scan your bank-in slip and email to training@zohlgroup.com

*Please make your cheque payable to:

ZOHL Consultancy Sdn Bhd



Account No:
514392303373

Signature & Company Stamp

Note:

- Date & venue of seminar subject to changes
- Payment must be made 7 days before the training date
- Registration cancelled 7 days prior to the event is subject to RM100 service charge per participant
- No refunds for notice received less than 7 days prior to the event. A substitution may be made at any time at no extra charge.
- Program content may change subject to revision by our consultants from time to time.
- Full fee is required with your registration. 5% Group discount is available - min 3 pax.

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