



Association of Employment Agencies (Singapore)

9 Jalan Kukoh #03-77 Singapore 160009
Tel: 6836 2618 Fax: 6836 2690
Website: <http://aeas.org.sg> Email: aeas.org@gmail.com

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Circular No. 010/04/2009-11

Dear Valued Members,

BRIEFING ON CERTIFIED SERVICE PROFESSIONAL COURSE

AEA(S) in collaboration with the **Singapore Institute of Retail Studies (SIRS)** is organizing the "**CERTIFIED SERVICE PROFESSIONAL (CSP)**" training program for all members, supplementary members and their staff.

Objective

CSP is to enhance, develop & equip us with the generic and portable frontline customer service skills for interacting with customers to improve our business.

Course Fee

Subsidized Course Fee : S\$65 Nett (Singaporean & PR only)
Full Course Fee : S\$650

Date : 22 April 2010 (Thursday)
Time : 3.30pm – 5.00pm
Venue : **Singapore Institute of Retail Studies**
490 Lorong 6 Toa Payoh
#08-10/11 HDB Hub Biz Three
Singapore 310490

Agenda: 3.30pm - Briefing on RCSP
4.00pm - Observe actual training
4.30pm - Tour SIRS and Q&A

So sign up today!

Thank you.

Chew Kim Whatt
Chairman
Education & Training Subcommittee

To: Association of Employment Agencies (Singapore)

Please fax to 6836 2690 by Monday, 19 April 2010. Thank you.

I would like to attend the CSP Briefing on 22 April 2010.

Name: _____ OM No: _____ Name _____ SM No: _____

Agency: _____

Contact No. _____ (O) _____ (HP)

Location Map of HDB Hub Biz Three

