



SDF Funding

Employers who wish to apply for SDF funding must submit the SDF Form 1 to SDF at least one working day before course start date.

Download the form at www.sdf.gov.sg or request for a copy by calling the **SDF Hotline on 68835885**.

Registration & Payment

- Walk-in at the Customer Service Centres
- Apply online at www.ite.edu.sg/cet/sc/online.htm
- Post the application form to us

Payment is required for confirmation of place. Crossed cheques should be made payable to 'Institute of Technical Education. At the back of the cheque, please write your name, NRIC/FIN, course title and contact number.

Closing date: 1 month before course start date or when the class is full.

Withdrawal & Deferment

Withdrawal or deferment notice must be made in **writing**:

- 2 weeks or more before course start date - Full refund
- Less than 2 weeks before course start date - 50% refund
- On or after course start date - No refund

In the event that the course is cancelled due to unforeseen circumstances, full refund will be given.

Business Mandarin

Objective

This course provides learners to acquire essential business communication skills for today's business environment

Entry Requirement

Applicants should be able to speak and read Chinese.

Who Should Attend

Middle Business Executives

Content

- State the importance of learning Business Mandarin
- Introduce the nature and structure of business organization
- State the use of name cards in business introduction
- State the information in the name cards
- Explain the basic telephone etiquette
- List the common terms used in telephone conversation
- Define what is 'customer service' and the benefits of providing excellent customer service
- Identify ways to meet the needs of customers through excellent customer service
- Identify terms and vocabulary related to price negotiation

Course Details

- Duration : 24 hours (8 sessions)
- Total fee : \$280 (inclusive of GST and registration fee)
- Schedule : See our website for details or call us for more information