

ATCEN Training

Your organization's success is dependent on developing well trained employees. By providing your employees with the relevant knowledge, skills and attitude, you will secure customers for life. ATCEN's innovative PEAK Training concept empowers your employees to exceed customer delight.

www.atcen.com

MOF Registered. HRDF "Class A" CCAM Accredited

Benefits of ATCEN Training Solutions

- People Oriented
- Edutainment Approach
- Action Learning
- Knowledge Based

Our Clients

Banking / Finance

AmBank, American Express Cards, AEON Credit, Citibank, Bank Negara, Bank Simpanan Nasional, Bank Rakyat, Bank Islam, Bumiputra - Commerce, Hong Leong Bank, RHB Bank, MBF Cards, Standard Chartered Bank, Maybank, CIMB, MIDF, Amanah Raya Berhad

Technology

Canon, Cisco Systems, Comex Genesys, Dell, Fuji Xerox, HP, Hitachi, HeiTech Padu, Hitachi, IBM, interTouch, LG Electronics Malaysia, Microsoft, MYOB, Nokia, Rentwise, Sony, ZTE, iPerintis, Entellium Technologies, MEPS, Mesiniaga, Silverlake

Telecommunications

Celcom, DiGi, Jepsen & Jessen Communications, TM, TMNet, Maxis, Sapura, TT DotCom, REDtone, Telekom Sales & Services, Teledirect Telecommerce, GITN, ViewPoint

Insurance

Allianz, AIA, AXA, AM Assurance, CIG, Commerce Assurance, MLRe, Great Eastern, ING, Kurnia Insurance, MAA, Mayban Life, Malaysia National Insurance Berhad, PanGlobal, Prudential

Oil & Gas

BP, ExxonMobil, Premiun Lubricants, Projet Malaysia, Petronas, Sapuracrest Petroleum, Scomi Group, Shell

Logistic

Air Asia, DHL, Logistar Malaysia, Malaysia Airline, Pos Malaysia, Skynet, TNT, Wilhelmsen Maritime Services

Others

Cerebos, CNI, Damansara Realty, EON, IOI, LHDN, MAS, Merck, Nestle, Star Publications, TNB, UMW, Vsource, Edaran Tan Chong Motors

Customer Interaction Management

Customer Service

- Contact Center Inbound Tele-Service
- Exceptional Customer Service
- Telephone Etiquette
- Managing Conflicts and Difficult Customers



Sales

- Contact Center Inbound Tele-Sales
- Contact Center Outbound Tele-Sales
- Customer Focused Selling Skills
- Key Account Management
- Relationship Marketing

Credit Collection

- Effective Tele-Collection Skills
- Credit Control Management

Performance Skills

- Effective Negotiation Skills
- Creative Problem Solving & Decision Making
- Interviewing & Selection Skills
- Performance Coaching Skills
- Persuasive Communication Skills

Business Management

- Branding and Marketing Management
- Performance Management
- Project Management
- Supply Chain Management
- Strategic Purchasing Management Workshop
- Finance for Non Finance Manager Workshop

Kindly contact us for further information.