

SARA RESORTS MANAGEMENT SDN BHD

THE PEOPLE PASSION



EST.1993



CERTIFIED HRDF
TRAINING PROVIDER

BUILDING BRIDGES
OF KNOWLEDGE &
PRACTICAL
EXPERIENCES

UNLEASHING
HUMAN POTENTIAL
FOR OPTIMUM
PERFORMANCE

THE PEOPLE PASSION

ABOUT US

Sara Resorts Management Sdn Bhd is a wholly-owned subsidiary of SEDC and its current core business is the provision of various training programmes of staff of SEDC and its subsidiaries, and the general public. The Company is a certified training provider (Category A) with Pembangunan Sumber Malaysia Berhad and has conducted numerous in-house as well as public training programmes in Kuching & Kuala Lumpur.

We specialize in training and human capital development for soft skills, management and leadership and technical skills. We are determine to help align your human, business and technical skills with the needs of the organization and support your integration within the team.

In SRMSB, we give the BEST & RIGHT training programmes in helping our clients in their day to day business challenges by developing their people, building bridges to possible & practical solutions and to further develop themselves personally and professionally.

We believe that every employee is an asset to the organization and they can achieve their target and even beyond in contributing to the growth of the organization and the nation.

IN SRMSB, WE ARE PASSIONATE IN DEVELOPING HUMAN CAPITAL & EFFECTIVE INDIVIDUALS FOR SUSTAINABLE GROWTH OF THE NATION

THE PEOPLE PASSION

“QUALITY IS MUCH BETTER THAN QUANTITY. ONE HOME RUN IS MUCH BETTER THAN TWO DOUBLES.” – STEVE JOBS



OUR VISION

WE AIM TO DELIVER HIGH QUALITY AND EFFECTIVE TRAINING FOR SUSTAINABLE HUMAN CAPITAL DEVELOPMENT IN MALAYSIA

OUR MISSION

WE ARE COMMITTED TO CREATE, DESIGN AND DELIVER HIGH IMPACT PROGRAMMES THAT PRODUCE HIGHLY MOTIVATED HUMAN WORKFORCE TO IMPROVE LIVES AND ACHIEVE ORGANIZATIONAL GOALS & THE NATION



OUR VALUES

**INTEGRITY
COMMITTED TO EXCELLENCE
INNOVATIVE MIND
TEAMWORK
LIFELONG LEARNING**

**“THE ILLITERATE OF THE 21ST CENTURY WILL NOT BE THOSE WHO CANNOT READ AND WRITE, BUT THOSE WHO CANNOT LEARN, UNLEARN, AND RELEARN.”
-ALVIN TOFFLER**

OUR TRAINING APPROACH



THE PEOPLE PASSION

THE ONLY THING WORSE THAN TRAINING YOUR EMPLOYEES AND HAVING THEM LEAVE IS NOT TRAINING THEM AND HAVING THEM STAY.

— HENRY FORD, FOUNDER, FORD MOTOR COMPANY

COURSES DIRECTORY

MANAGEMENT & LEADERSHIP

- Dynamic People Management for Executive & Senior Supervisors
- Strategic Leadership And People Management Skills
- Transformational Leadership
- Managing The Cross-Generation
- Effective Supervisory Skills
- Problem Solving & Decision Making Skills
- Leading & Developing High Performance Teams
- Succession Planning

ACCOUNTING & FINANCE

- Finance for Non-Finance Manager/Executives
- Basic Accounting Principles & Procedure
- Budget & Variance Analysis Course
- Mastering Accounting Skills & Reporting
- Bookkeeping Skills
- Financial Analysis & Financial Modelling
- Debt Recovery
- Credit Evaluation & Documentation
- GST Practical Accounting
- An Overview of Malaysia Private Entities Reporting Standard (MPERS)
- Post GST Implementation: Accounting, Reconciliation, Reporting & lodgement
- GST 3.0 CBOS Audit
- Tax & GST Planning for Hotel Industry
- Anti-Money Laundering & Anti-Terrorist Financing (AMLA)

HUMAN RESOURCE

- Sarawak HR Law
- Key Performance Indicator (KPI) Workshop
- Competency Based Training Needs Analysis & Evaluation
- Conducting Domestic Inquiry & Disciplinary Action
- Discipline & Grievances Handling
- Coaching & Mentoring
- Building & Enhancing An Engaging Organization Culture
- Forensic Auditing- Lie Detection, Fraud Investigation & Workplace Fraud
- Investigative Interviewing Psychology Profiling

CUSTOMER SERVICE

- Leveraging Customer Service Skills
- Managing Customer Experience in Virtual Communities
- Telephone Techniques-Answer it RIGHT
- Handling Challenging Customers
- Service Recovery Programs

SECRETARIAL & ADMINISTRATIVE SKILLS

- **THE SECRETARIES & ADMINISTRATIVE PROFESSIONALS CONVENTION (SIGNATURE EVENT)**
- Excellent Filing System for Secretaries & Clerical
- 7 Steps To Master The Administrative Skills
- From Admin Assistant to Knowledge Assistant
- Clerical Development Program
- Excellent Office Management
- Preparing & Writing Management Report & Meeting Minutes
- Motivate & Drive the Administrators

COMMUNICATION

- Developing Effective Communicator in You
- Mastering the Art of Public Speaking
- High Impact Presentation Skills (HIPS)
- Managing Your Non-Verbal Communication
- Corporate Grooming & Etiquette
- Crafting Creative Communication
- NLP- High Impact Communication for Executive
- Build Your Professional E-Portfolio
- Mastering Negotiation Skills
- EQ For Communication & Relationship Building
- Professional Image Empowerment

MASTERING LANGUAGE

- Communicative English for Non-Executives
- Mastering Business English
- English for The Frontliners
- Communicative Mandarin for Business Purposes

THE PEOPLE PASSION

“LEADERSHIP AND LEARNING ARE
INDISPENSABLE TO EACH OTHER.”

— JOHN F. KENNEDY

COURSES DIRECTORY

INNOVATION & QUALITY

- 5S For The Office & Planning & Conducting A Kaizen Event
- The SGA/Kaizen Process of Continuous Improvement
- Lean Implementation For Managers
- Business Innovation & Excellence For Managers
- 6 Sigma
- Innovative Intelligence
- Divergent Thinking Techniques

PERSONAL DEVELOPMENT/MOTIVATION

- Cemerlang Diri, Cemerlang Organisasi
- Goal Setting & Time Management
- 7 Habits of Highly Effective People
- Personal Effectiveness for Extraordinary Performance
- Spring Clean Your Mind
- Retiring in Style
- Mastering Emotional Intelligence
- Boost Your Brand- A Personal Branding Course
- Taking Ownership Programme (TOP)
- The Power of Positive Mind

OPERATION & PROJECT MANAGEMENT

- Project Management Essentials
- Project Management Professionals (PMP) Certification
- Project Evaluation & Monitoring
- Best Practices in Identification of Building Defects & Maintenance
- Facilities & Premise Management

SAFETY PROGRAMMES

- First Aid Course
- Emergency Response Planning

INFORMATION TECHNOLOGY

- Microsoft Power BI with Microsoft Excel
- Microsoft Excel Basic Level
- Microsoft Excel Intermediate Level
- Microsoft Excel Advanced Level

SALES & MARKETING MANAGEMENT

- Enhancing Sales Productivity
- Negotiation for Sales Deal for Business Success

ENTREPRENEURS SERIES

- Business Management for SME
- Business Monitoring for SME
- Bookkeeping Skills
- Business Innovation for SME
- Digital Marketplace & Entrepreneurship
- Content Creation & Management
- Editing Videography
- Customer Service in E-Commerce Landscapes
- Forecasting Sales for E-Commerce Businesses
- Consumer Psychology in E-Commerce
- Kursus Etika Perniagaan
- Kursus Pengendalian Makanan
- Kursus Masakan Barat/Asia
- Kursus Penyediaan Gizi Seimbang, Sihat & Bernutrisi
- Kursus Strategi Pemasaran Online for SME

TEAMBUILDING

- Teambuilding for Non-Execs
- The Board Game
- High Impact Teambuilding
- The Corporate Warrior

Note: We can further customise our programmes according to your organizational needs

THE PEOPLE PASSION



GET CONNECTED WITH US!

**• WE TAKE PRIDE IN YOUR
ACHIEVEMENT AND
SUCCESS!**

- OFFICE ADDRESS:
- SARA RESORTS MANAGEMENT SDN BHD
- (WHOLLY-OWNED SUBSIDIARY OF SEDC)
- 6TH FLR, MENARA SEDC,
- LOT 2878, THE ISTHMUS,
- OFF JALAN BAKO,
- 93050 KUCHING, SARAWAK

For registration, please call (082)-551 441 or email alicia@sedctourism.com