



<b>Course Category</b>	Extra-curricular Activities			
<b>Course Title</b>	Speaking Etiquette and Communication Skills			
<b>Course Code</b>	EC125			
<b>Medium of Instruction</b>	Chinese			
<b>Duration</b>	3.0 hour(s)			
<b>Course Fee</b>	Macao Resident: MOP250 (Early Bird Promotion: MOP230) Non-Macao Resident: MOP250 (Early Bird Promotion: MOP230)			
<b>Certificate</b>	Certificate of Attendance by Request			
	Course Code	Sub Code	Course Start Date	Course End Date
	EC125	2401	2024/05/17	2024/05/17
<b>Outline</b>	Citizens' demand for public services is constantly increasing, and whether the quality of service can be improved is closely related to effective communication skills. This thematic training aims to strengthen participants' ability in speaking etiquette, reception service and telephone answering by explaining the elements and application skills of communication, so as to build a positive image for themselves and their departments.			