



SKILL MASTERS ACADEMY

LLP0006698-LGN

**HUMAN CAPITAL RESOURCES,
CORPORATE TRAINING PROVIDER
&
MANAGEMENT SERVICES**

CORPORATE PROFILE



ABOUT US

- **SKILL MASTERS ACADEMY** formerly known as Chalk Talk Consultants Plt was founded in the year 2015 and incorporated in Malaysia its Registered Office is situated at No. 2, Jalan Duku, Off Jalan Kasipillay, 3rd Mile Jalan Ipoh, 51200 W.P Kuala Lumpur, Malaysia.
- Our core expertise lies in nurturing competency skills and customer-centric functions, delivered through a comprehensive spectrum of services encompassing Corporate Training, Facilitation, Certification and Management Services. Our commitment to excellence extends across the entirety of Malaysia, including the regions of Sabah and Sarawak.



Our Services

**CORPORATE TRAINING AND
DEVELOPMENT
&
INTERNATIONAL STUDENT
MANAGEMENT**





Our Philosophy

Our fundamental belief centers on the effectiveness of service-oriented businesses. We maintain that the optimal execution and presentation of marketing, sales, and customer service strategies occur when they are undertaken by the individuals responsible for delivering these services.

Service excellence hinges on the competencies of these service providers, encompassing their sales, service, and professional skills, which, in turn, significantly influence the quality of information exchange, business comprehension, and client relationships.

Our Core Principles

Aim is to deliver top-tier customer service and care. We are wholeheartedly dedicated to upholding the most rigorous service standards while aligning with the guidelines set forth by the Ministry of Human Resource Malaysia. Our quality objectives are established and reviewed in accordance with the framework provided by the Human Resource Development Corporation (HRD Corp).

As a result, we offer our unwavering support and guidance to individuals, and Corporations to facilitate the formulation and implementation of effective training strategies.





Management Team



Dato' Dr. K. Siva Sampoh
Chairman

An accomplished executive with extensive experience in the banking and finance sectors demonstrating excellence in strategic planning and ethical leadership.

Successfully spearheaded innovative business initiatives that drive organizational growth and foster a culture of continuous improvement. With a robust background in negotiation and organizational management, consistently enhances operational efficiency and elevates client satisfaction. Expertise includes strategic planning, problem-solving and effective communication underpinned by a comprehensive understanding of business principles, project management and team leadership, all driven by a strong work ethic



Hazimi Kassim - Project Director. Hazimi brings over three decades of distinguished experience in internal audit, strategic planning, and risk management across top-tier organizations including Telekom Malaysia, Maybank, and Citibank. As a former Chief Audit Executive and Director of Risk Consulting, he has led large-scale transformation projects, developed robust governance frameworks, and driven operational excellence across multiple sectors. An alumnus of the Wharton School and a CPA Australia Fellow, Hazimi has also served as President of the Institute of Internal Auditors Malaysia. His leadership and insights make him an invaluable driver of strategic direction and project success.



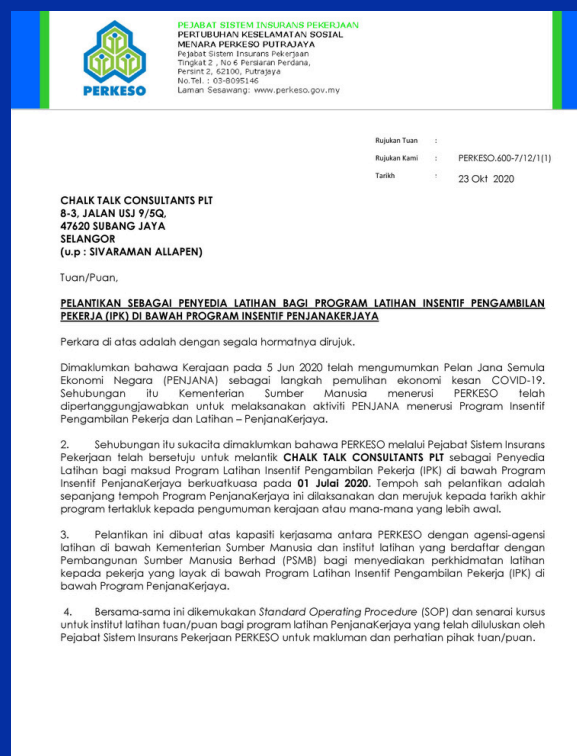
Siti Haron - Training Director. With over 30 years of experience in human resources, Siti has held key roles across diverse industries including manufacturing, retail, banking, education, and GLCs. She is certified in MBTI, an Expert-level Harrison Assessment practitioner, a Certified Behaviour Consultant (US), and HRDF-exempt TTT trainer. Siti is a recognized expert in industrial relations and has represented organizations in Labour and Industrial Courts. A seasoned speaker, she has presented at international forums and universities on HR transformation and change management. Passionate about mental health and humanitarian causes, Siti brings depth, empathy, and strategic insight to training and talent development.



Sivaraman Allapen - Managing Consultant. Sivaraman has been involved in training, coaching, and consulting for more than 20 years to dramatically increase profit, productivity, and the performance of people. Having traveled around the globe, Siva worked in countries such as Singapore, Brunei, Cambodia, Egypt, the Republic of Ireland, the United Kingdom, Indonesia, Thailand, and with the Malaysian Government (Ministry of Human Resource, Department of Skill Development). Siva is also an approved Pembangunan Sumber Manusia Berhad (PSMB) trainer. Siva is a trained leader working in the field of Hospitality, Tourism and Human Development.



Corporate Training



Skill Masters Academy excels in crafting customized training programs for organisations, catering to flexible timeframes. We also offer modular courses for optimized learning. We provide tailored and bilingual courses delivery in English and Bahasa Malaysia.

Our hallmark features encompass:

- Tailored Course Design: Courses align precisely with your organisation's goals.
- Flexible Delivery: Choose when and where training occurs for your convenience.
- Cost Savings: Reduce delegate travel expenses and save time and accommodation costs.
- Expert Guidance: Our experienced consultants offer in-depth subject knowledge.
- Dynamic Discourse: Engage in discussions addressing your organization's specific challenges and opportunities.



Professionally Delivering a Comprehensive Range of Services

- Managerial & Professional Training: Elevating skills in sales, marketing, business, customer service, negotiation, and personal business.
- Custom Instructional Design: Tailored services to meet your strategic needs.
- Business Planning Facilitation: Expertly lead workshops and meetings.
- Business Improvement Services: Comprehensive support in research, design, implementation, and review.
- Event Management: Design and manage sales and business conferences.
- Global Student Management: Facilitating international student management and internships.





Training Delivery Philosophy

Our skill development philosophy focuses on what we call "the 3 Ss":

Short-term:

success hinges on the provision of immediately applicable resources or tools for participants. Without an immediate perceived benefit, the challenge of garnering momentum and realizing subsequent advantages from skills enhancement programs becomes more pronounced.



Sustainable:

Motivation generated during training sessions may not extend beyond the course itself, especially when inspired by entertaining and challenging experiences. To enhance an organization's intellectual capital, it's essential that the ideas, attitudes, and methods fostered within the training environment prove sustainable in practical work settings.

Significant:

Over the course of time, it is imperative that outcomes yield substantial, quantifiable advantages to both the individual and the organization to which they belong. These outcomes should manifest in the form of enhanced technical and professional competencies, ultimately resulting in favorable outcomes for the enterprise.



Our Education & Certification Partners



اُونِيُوَرْسِيْتِي تِيَكْنُوْلُوْجِي مَارَا
UNIVERSITI
TEKNOLOGI
MARA



CO-TEC
TVET College



Universiti
Malaysia
PAHANG
Engineering • Technology • Creativity



MIU MANIPAL
INTERNATIONAL
UNIVERSITY



AMIRTA
INTERNATIONAL INSTITUTE OF
HOTEL MANAGEMENT
COIMBATORE | TRICHY



Professional Certification - Sample





Our Corporate Partners



VESSEL PRO™
FOR FARMERS



**Future
Eco
Global**



**Nature
Eco
Chemical**





Our Corporate Hospitality Affiliates



LITTLE CATERER.
Since 1976





Some Of Our Soft Skills Learning And Development Programmes

Managing Difficult Employees and Situations
Effective Interpersonal Communication Skills
Group Dynamics and Team Spirit

Creating a Marketing Culture
Coaching and Mentoring Skills for Leadership- Being a Leader
Motivating and Retaining Employees

The Dynamics of Successful Negotiation Skills and Techniques
How to Develop the Mindset of a Champion in Your Sales Career
Customer Service Excellence: How to Win and Keep Customers



People Management and Conflict Resolution
Stress Management in the Workplace -
(Thriving Under Pressure)
Emotional Intelligence (EQ) at Workplace

Problem Analysis Decision Making
Strategic Thinking and Planning
Time and Priority management

Mentoring Program
Presentation Skill Training
Storytelling in Business



Some of Our Soft Skills Learning and Development Programmes for Hospitality and Tourism Industry

Certificate Courses:

The Hospitality Supervisor Course
Hospitality Professional Course
Managing Diversity in Hospitality



Business Communication In Hospitality
English Language for Hospitality and Tourism
Enhancing Service Distinctiveness Skills
(For Hospitality & Tourism Industry)



Food & Beverage Service Quality Assurance
Bartending & Beverage Knowledge
Food and Beverage Product Knowledge

Meetings and Events Management
Event Design and Styling
Front Office Management
HR Management System
Housekeeping Operations

Industrial Safety within the Hospitality Sector
Food Safety And Hygiene Course
Luxury Hospitality and Guest Experience





Some Of Our Indoor & Outdoor Teambuilding Programme

Outdoor

- Bamboo Rafting
- Obstacle Challenge
- Flying Fox
- Abseiling
- Spider's Web
- Rope Courses
- Rock Climbing
- Treasure Hunt
- Jungle Tracking
- Paint Ball

Indoor

- Scavenger hunt
- Commercial Break
- Highest Tower
- Human Jackpot
- Pictionary
- Creative Creator
- Domino Dancing
- Pizza Puzzle
- Crossing the Line
- Customer Connection

"SYNERGIZING TEAMS: STRATEGIES FOR SUCCESS"

"CULTIVATING COHESION: THE ART OF TEAM BUILDING"

"TEAM DYNAMICS MASTERY: BUILDING STRONGER CONNECTIONS"

"EFFECTIVE TEAMWORK TECHNIQUES AND STRATEGIES"

"NAVIGATING THE PATH TO TEAM EXCELLENCE"

"UNLEASHING TEAM POTENTIAL: A COMPREHENSIVE COURSE"

"COLLABORATION CATALYST: MASTERING TEAM BUILDING SKILLS"

"HARMONIZING TEAMS: ACHIEVING PEAK PERFORMANCE"

"THE TEAM BUILDER'S TOOLKIT: SKILLS FOR SUCCESS"

"TEAM UNITY IN ACTION: STRATEGIES FOR EFFECTIVE COLLABORATION"

Contact Us

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