MINUTES FOR MONTHLY MEETING – 2022 MAY

Date	13 May 2022 (Fri)	**Time**	10am
Venue	Jurong Office + Zoom		
Attendance			
Raymond See	Stephanie Loke	Lih Woei	Weng Jun
Fannie Huang	Jasmine Sam	See Mun	Phui Sun
Yen Chin			

	DESCRIPTION	ACTION BY
1	**Outstanding B/F from Last Month**	
1.1	**<u>Outstanding payment update</u>** ❖ **<u>Lee Shiaw Hwee</u>** Fannie reported that she had sent Letter of Remind to Lee Shiaw Hwee. She came back to school after she received the letter. Phui Sun reported Lee Shiaw Hwee has paid $100 on 13/5/2022 and she promised that she would pay fixed amount $250 in each month until payment clear. Stephanie has instructed that Lee Shiaw Hwee would be get special offer for free retake if she wanted to continue to study. ❖ **<u>Lee Jin Wei</u>** Phui Sun reported that Lee Jin Wei has fully paid outstanding course fee already, but she still considered to apply for withdrawal. Stephanie has instructed Phui Sun to encourage her to continue course study.	Phui Sun
1.2	**<u>Completion Certificate of Lim Mei Xia</u>** ❖ Fannie Huang reported that Lim Mei Xia had returned back to Malaysia for delivery baby and would not back to Singapore recently. ❖ Raymond has instructed Fannie to prepare the Letter of Consent and put in KIV file. And Lim Mei Xia would be requested to sign the letter before she collected the completion certificate.	Fannie
2	**Issues for This Month**	
2.1	**<u>Raymond (CEO)</u>** - Marketing / Recruitment Strategies for forthcoming Intake • Yen Chin would be officer-in -charge of marketing strategy • She would be responsible for planning copywriting and pricing of advertisements, and asking CEO and CFO for approval before advertisements were sent out.	Raymond

- Improvement of the following skills:

  - Attract potential students to walk-in
  - Prospecting skills to walk-in students
  - Closing sales skills

2.2

Stephanie (CFO)

❖ **Monthly Report**

	Cash Budget	Giro Report	Recruitment Report	Withdrawal Report	Student Service Report	Daily Task Report	Register Fee No enrolment
Jurong	√	√	√	√	√	√	√
Bugis	√	√	√	√			
Remark							

- Stephanie has instructed that added another two reports, one was Daily Task Report for who without summit in each day, another one was follow up listing for each staff in whole month.

a) SOP for exam enrolment list

ALL
to take note

1. Early bird, normal rate and late discount closing must submit the details report within 3 days after closing.
   - This report would be given to the lecturers of each class
   - the lecturer need to sign in the final report

2. Half price retake students only applicable for
   - who had made the full payment
   - attendance list 80% and above

3. Free retake must be within a year
   - who had make the full payment
   - attendance rate 80% and above
   - who sit for LCCI exam with same intake and fail the exam

4. EDFA exam

   All in physical except the following circumstances:

   i) Outstation
   - document to prove outstation on the date affected

   ii) Unfit
   - Medical Certificate (MC)

	b) Job responsible **i) Facebook a** Officer-in-Charge : Jasmine Assistant : Phui Sun **ii) ACCA course** Officer-in-Charge : Fannie Assistant : Weng Jun **iii) WhatsApp** Jurong Officer-in-Charge : Phui Sun Assistant : Fannie Bugis Officer-in-Charge : Yen Chin Assistant : Jasmine **iv) Seminar update** Officer-in-Charge : Yen Chin **v) Recruitment update** Officers-in-Charge Jurong : Phui Sun Bugis : Yen Chin **vi) Training , meeting , staff schedule** Officer-in-Charge : Weng Jun **C) Office Issues** Please report to me all the office issues such as air con not functioning, student feedback or complaints and advise with the solution	ALL to take note

3	**Others**	
3.1	**<u>Rejected Giro Report</u>** Yen Chin has asked what were the standardize the Rejected Giro Report. And she also required for no Giro admin fee procedure. Stephanie has instructed that must indicate the total course fee, Admin fee, Bank charge, Late payment fee in the Rejected Giro List.	Yen Chin
3.2	**<u>Student feedback</u>** Phui Sun has reported some students who want to withdrawal had complained the lecturer taught too fast, and when students asked for questions in WeChat group but lecturer did not respond. Raymond has instructed that Phui Sun should learn more about student case and better commination with lecturer to improve the student service.	Phui Sun
	The next monthly meeting will be held on 10/6/2022(Friday), 10am at Jurong office.	