

THE STAIRWAY TO SUCCESS



Introduction

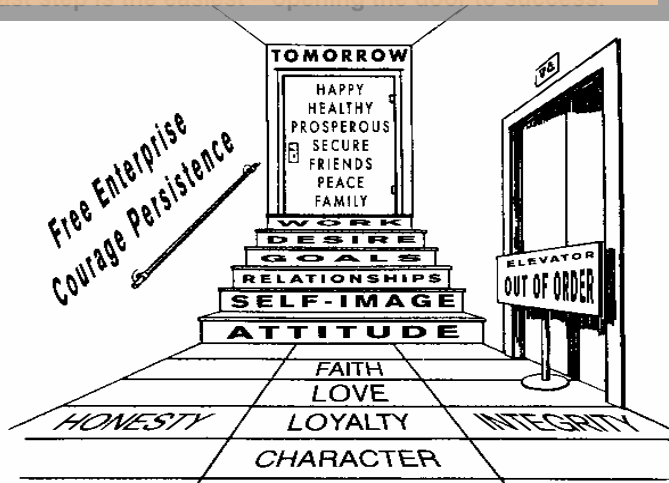
“Man was designed for accomplishment, engineered for success and endowed with the seeds of greatness.”

In my work, I often see people who *don't* succeed, but I seldom see a person who *can't* succeed. Your situation and your future is in YOUR hands. I am convinced that if anyone desires to succeed, whether in their personal life or business, they must take 6 specific steps on the Stairway to Success. It is important to note that you will be “out” if you skip any of the steps.

Prior to climbing this Stairway to Success, it is imperative to know that there is a foundation that we need to set and the foundation stones are honesty, character, faith, integrity, love and loyalty, and they are necessary for a balanced success that includes health, wealth and happiness. As we go onward and upward in life, we will discover that if we compromise any of these principles, we will end up with only a beggar's portion of what life has to offer.

As this programme progresses and as we encourage each participant to take the first step onto the Stairway of Success, we create the realisation in each heart and mind that the real opportunity for success lies within the person and not in the job, neither in hands of their company nor their boss. Success and happiness is now realised as not a matter of chance but a matter of choice. **WE CHOOSE WHAT WE WANT IN LIFE!**

As participants begin their climb up the Stairway of Success, they will learn the importance of having a positive attitude towards work and life. They will also see the importance of self-image and learn how to develop a more positive self-image. They will understand more about relating to those around them and develop a goals programme to achieve their goals and dreams. They will be challenged to fire up their passion and desire for success, and lastly understand that every good thing comes from hard work and perseverance. The last step is the easiest – opening the door to success.



Workshop Leader

Dr. Allen Teh is the founder and Chief Executive Officer for the **Centre for Customer Care (CCC) Malaysia**. He has more than 27 years of work experience in service operations as well as Human Resource Management, Management Consultancy and Training.

He is an experienced Customer Service Consultant, Human Resource Consultant, Human Resource Professional as well as Executive Search Consultant. He has held senior managerial positions in diverse industries namely restaurants, entertainment, manufacturing, property development and construction, insurance, oil-palm plantations and biotechnology. .

As a trainer and consultant, Dr. Allen Teh has trained for healthcare organisations, insurance companies, securities firms, travel & tour agencies, vacation clubs, direct selling, property development, fast-food restaurants as well as call centres.

Driven by an intense passion in customer service excellence and being a firm believer that customer service makes all the difference in business, Dr. Allen Teh is actively promoting and propagating this passion for customer service excellence in Malaysia and regionally. He welcomes everyone and anyone to join his crusade.

Dr. Allen Teh holds a Doctorate Degree in Business Administration from Southern Cross University, Australia and MBA from the University of Dubuque, Iowa, USA.

When you say you can, you can. When you say you cannot, you cannot. Either way you are correct but the end results are very different

- Henry Ford

Centre for Customer Care (CCC) Malaysia

(A one-stop centre dedicated to the achievement of customer service excellence)
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