

VOLUNTEERING INTERNSHIP INTENSIVE TRAINING TESTIMONIAL

18-31 July 2016

By Nur Ariffesa binti Sha'arani



Week One Itinerary (Day 1-3)

Day	Date	Period	Activity
1	18/07/2016	0800 - 1230	Rest
		1230 - 1300	Visit SG Taman U Agency Offices
		1300 - 1330	Look around Taman U
		1400 - 1600	Visit UTM
		1600 - 1730	Training with Mr Andy (New Agent Preparation List & Insurance Industry)
		1730 - 1930	Rest
		1930 - 2040	Dinner
		2040 - 2130	Shopping at Aeon
		2130 - 0000	Copying training CD and rest
2	19/07/2016	0815 - 0930	Go to Menara Pelangi (GEJB Branch)
		0930 - 1030	Product Launching (i-Medic Xtender Rider)
		1030 - 1130	Visit to GEJB branch, Pacific Takafu, OAC
		1130 - 1330	Lunch at Plaza Pelangi & Shopping at Holiday Plaza
		1330 - 1400	Going back to SG Taman U
		1400 - 1430	Check in to Lims Room Service
		1430 - 1730	Software Installation (GETBIS, Java & eSubmission)
		1730 - 1800	Wrap up by Mr Andy
		1800 - 2000	Rest
		2000 - 2230	Weekly Meeting at SG Bumi
3	20/07/2016	2230 - 0030	Laundry and Dinner
		0900 - 1310	Training with Mr Andy (Policy Underwriting Process and Presentation)
		1310 - 1415	Lunch Break
		1415 - 1500	Sharing session with Mr Joseph
		1500 - 1610	Continue with presentation
		1610 - 1730	Upload system & file naming system (ePartner) by Ain
		1730 - 2000	Rest
		2000 - 2130	Dinner & shopping
		2130 - 2200	Borrow bicycle from Mr Andy



Week One Itinerary (Day 4-7)

4	21/07/2016	0815 - 0900 0900 - 1700 1700 - 1900 1900 - 1930 1930 - 2045 2045 - 2145 2145 - 0000	Go to Menara Pelangi (GEJB Branch) Life Planning Advisor Module 5 Sight seeing Johor Bahru Back to Taman U Rest Dinner Exam preparation
5	22/07/2016	0900 - 1000 1000 - 1300 1300 - 1430 1430 - 1730 1730 - 1830 1830 - 1900 1900 - 2000 2000 - 2200 2200 - 2230	Exam preparation Policy and i-Great Damai Lunch break i-Great Damai (continue) Rest Go to Menara Pelangi (GEJB Branch) Dinner TBOSS Raya Go back to Taman U
6	23/07/2016	0815 - 0900 0900 - 1030 1030 - 1100 1100 - 1115 1115 - 1135 1135 - 1300 1300 - 1400 1400 - 1445 1445 - 1750 1750 - 1930 1930 - 2000 2000 - 2130	Go to Johor Bahru Town (Send Chau for exam) Breakfast Sight seeing Johor Bahru (Masjid Abu Bakar + Taman Sultan + Government Old Building) Take Chau from exam Go to Kota Iskandar Masjid Kota Iskandar, Government Building, Puteri Harbour, Legoland Lunch + send chau to Hotel Granada (COP) Go back to Taman U Rest i-Great Teras compare with i-Great Damai Magrib Dinner
7	24/07/2016	0900 - 1030 1030 - 1310 1310 - 1430 1430 - 1645 1645 - 2000 2000 - 2100	Breakfast i-Great Amal, i-Great Idaman, namecard submission Lunch Break i-Great Ameen, i-Great Salam Rest Dinner



Week Two Itinerary (Day 8-11)

8	25/07/2016	0930 - 1100 Morning Meeting (Q&A, Perkeso) 1100 - 1230 Go to clinic 1230 - 1250 Training 1250 - 1430 Lunch Break 1430 - 1700 i-Medic Xtra, i-Medic Rider and i-Medic Asas 1700 - 1945 Rest 1945 - 2115 Dinner 2115 - 0000 Exam preparation	
9	26/07/2016	0900 - 1300 Training on i-Great Abadi, i-Great Iqra 1300 - 1400 Lunch Break 1400 - 1720 Handling Objection & Sharing Experience 1720 - 2000 Rest 2000 - 2200 Weekly Meeting (Q&A, Perkeso) 2200 - 2300 Dinner	
10	27/07/2016	0820 - 1130 Go to Kuala Lumpur 1130 - 1215 Stop by at Istana Negara 1215 - 1330 Visit SG Maluri 1330 - 1400 Go to Menara Great Eastern 1400 - 1630 Visit Menara Great Eastern 1630 - 1745 Go to Melaka 1745 - 1815 Visit UTeM 1815 - 1840 Go to Banda Hilir 1840 - 2230 Weekly Meeting SG Melaka (SG Great Success Strategy, The Power of 3V) 2230 - 0000 Sight Seeing Banda hilir, Kota A Famosa and Jonker Street 0000 - 0200 Go back to Johor	
11	28/07/2016	1030 - 1300 eSub, Getbiss and updating software 1300 - 1400 Lunch Break 1400 - 1445 Last minutes study 1445 - 1520 Go to OUM Johor Bahru 1520 - 1650 TBE Examination 1650 - 1730 Go back to SG Bumi Taman U 1730 - 1830 Recruitment and Promotion 1830 - 2030 Rest 2030 - 2130 Dinner	



Week Two Itinerary (Day 12-14)

12	29/07/2016	1000 - 1300	eSub filling form
		1300 - 1430	Lunch Break
		1430 - 1515	upload system in iGreat Partner
		1515 - 1600	Learn how TCF assesement
		1600 - 1800	Comparing policy (Prudential and Etiqa), Contest 90 days briefing
		1800 - 2000	Rest
		2000 - 2300	Cash Flow Game
13	30/07/2016	1130 - 1215	Go to New York Hotel
		1215 - 1330	Attend Superday mandarin
		1330 - 1400	Solat Zohor
		1400 - 1800	Superday Takaful (Sharing by Gerren Chong and Mohd Hafiz)
		1800 - 2000	Dinner
		2000 - 2030	Go back to Taman U
14	31/07/2016	1100 - 1430	PEP M1 preparation and assesement
		1430 - 1530	Lunch Break
		1530 - 1600	TCF assesement
		1600 - 1830	Presentation & discussions



Things to bring during the stay:

▣ Following are things to bring during your stay in JB:

1) Original NRIC

2) 3 Passport size photographs with Name and NRIC written at the back (if do not have then can take photo in JB)

3) Copy of Bank Savings Book / Bank Statement / Online Banking Print Screen (to prove your name & account number is correct) (Only 5 panel bank account is allowed: HSBC, BSN, Maybank, Public Bank, OCBC)

4) Copy of evidence of higher education attained (SPM, STPM, University Certificate, etc)

5) Computer notebook & charger adapter & stationery

6) At least 1 week's attire: Formal wear during Mon-Fri office hours 8.30am-5.30pm or some formal meeting. Casual wear after office hours. Laundry shop is available nearby.

7) Personal hygiene tools & bath towel

8) Your training program & brief itinerary: Takaful class training, group discussion, weekly meeting, morning meeting, computer work, new product launching, interview seniors, gathering at managers' house, Super Day, TBOSS, Shariah Estate Planning, Creating Trust class, visit to SG offices, visit to GE branches & HQ, knowing Kota Iskandar, ...

We will provide the best available assistance for your stay in JB. Ok? C U soon!



Introduction

- ▣ Nur Ariffesa binti Shaarani
- ▣ From Kuching, Sarawak
- ▣ Studying Cognitive Science in UNIMAS
- ▣ Before knowing Mr Andy, I have no clear picture of what an insurance industry is about. Next slide is a little recall of how I get to know Mr Andy.



Innovation Career Education (I.C.E 2015) UNIMAS

- ❑ ICE 2015 was the largest career fair ever held in Borneo.
- ❑ I was assigned by the team to be Super Group ambassador which is to assist Mr Andy Lim and his team throughout the event.
- ❑ 6th October 2015, the first time I met Mr Andy.



I.C.E 2015 (Day 2)

- ▣ 7th October 2015, event wrap up and before Mr Andy head back to JB.
- ▣ It was a big success to us and Talentcorp to have reach 8k visitors.



Cash Flow Game in Swinburne 2015

- ▣ I bring along my friends to support Mr Andy in Swinburne.
- ▣ That is my first time playing the game, it was AWESOME!



I.C.E 2016

- During this time I am only the alumni of ICE 2016 due to Final Year Project commitment. Then I met Mr Andy again, that is when my team and I apply internship at Super Group.



Great Eastern Takaful Exposure!

- ▣ Great Eastern Takaful has been part of our life journey since 2010. Today they go even further to take care of you and your loved ones.
- ▣ It is one of trusted names in takaful solutions
- ▣ It secure the future of its certified holder, financially secured and overall wellbeing.
- ▣ Varieties of different products to make a better plan.



Weekly and Morning Meeting

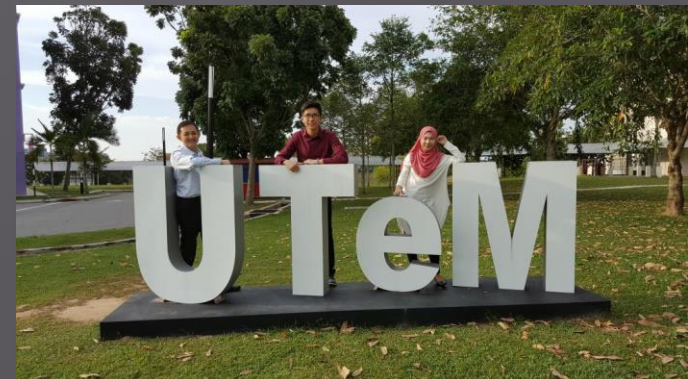
- ▣ It is the way new managers learn to lead teams.
- ▣ Share stories, thought, good or bad experiences, Q&A sessions and etc.
- ▣ This is a very good approach to keep everyone on track and boost everyone's effort to their maximum because meetings bring everyone to the table.



Handling Objections

- ▣ “Thanks a lot for the quote. I’ll get back in touch with you.”
- ▣ “I appreciate your time. Let me check with my spouse and I’ll call you back.”
- ▣ “That sounds expensive.”
- ▣ “I’d like to compare prices.”

I learnt the art or a well scripted reply to the most frequent sales situations, and practice delivering, with confidence, winning answers.



Wrap Up!

- ▣ To Mr Andy, I have to thank you once again for the powerful information you shared during this training
- ▣ I enjoyed this information. It was raw and real. Thank you for sharing your personal stories and experiences. Hearing you and other experienced speaker speaks solidified and taught me more of this industry and how to deal with negative emotions.
- ▣ This training is a very good approach to teach and motivate every new prospect agent
- ▣ So this is just the beginning for me of a new and endless journey!

