

BANK SOHAR ORGANISES ENGLISH LANGUAGE TRAINING COURSE FOR STAFF

As part of developing and honing the skills of the staff members, the Learning Centre at Bank Sohar has organized a specialized six-week “English Language Course” exclusively for the Relationship Officers and Customer Service Executives working in the Privilege Banking Department and at Bank Sohar Branches.

The course was organized through AMIDEAST – Oman a total of 12 staff members successfully completed the 48 hour intensive language program which was held at the state of art Learning Centre of the Bank.

The staff members were selected through a process of Oral and Objective placement tests including need analysis surveys conducted by AMIDEAST in coordination with the Learning Centre.

The course focused on Business English and involved a wide range of skills including listening, reading, writing and speaking. One of the methodologies adopted during the course was practice for each of the participants through one-to-one interviews for mock account openings at the Bank for a variety of local and expatriate personalities with typical questions and customer needs.

The highlight of the course was an exposure of the staff to a professional learning system using TOEFL and TOEIC style essay questions and topics. At the end of the course staff took the “TOEIC” exam (Test of English for International Communication) which is globally recognized assessment produced by Educational Testing Service in Princeton, New Jersey. The test is increasingly recognized and extremely valuable as an internationally certified tool that measures English language proficiency specifically related to the workplace.

Commenting on the course DGM HR & SUPPORT Munira Macki said: “This is yet another initiative taken by the bank to equip the staff with high level of professional skills in their role to meet the continuing high expectations of the customers.”

Staff attending the course said it gave them excellent opportunities to refresh their language skills and were grateful for the opportunity to take the TOEIC exam as part of the training course.