



## CIRCULAR

### **Subject: Mandatory Product Training Sessions for Sales Team**

Dear Sales Team,

Over the past few months, it has been observed that many of our representatives are facing challenges in confidently presenting and positioning our Products in the market. To strengthen our technical understanding and enhance our sales effectiveness, the management has decided to conduct regular product training sessions.

These sessions will be held every Saturday and every Monday, and will cover essential product knowledge, application understanding, and customer handling skills.

### **Mandatory Requirements for All Sales Personnel**

To ensure that the training is meaningful and beneficial, the following guidelines must be strictly followed:

#### **1. Attendance is Compulsory**

- Participation in each session is mandatory for every sales member, without exception.
- Absence without prior approval will be treated as non-compliance.

#### **2. Camera Must Be Switched On**

- Video must remain ON throughout the session so trainers can ensure active participation.

#### **3. Stable Internet & Quiet Environment**

- Please join from a location with good internet connectivity and minimal disturbance.
- Frequent disconnections or lack of attention will be treated as non-compliance.

#### **4. Active Participation**

- All participants are expected to listen attentively.
- Trainers may ask questions at any time, and every representative must be able to respond confidently.

#### **Non-Compliance**

The organisation is investing time and resources for your development. Therefore:

- Failure to attend,
- Attending without video,
- Joining from a disruptive/no-network area,
- Not participating actively,

will be viewed seriously. The management reserves the right to take necessary disciplinary action against any individual who does not follow the above requirements.

#### **Our Goal**

This training is for your benefit—to equip you with the product knowledge needed to perform strongly, earn customer confidence, and achieve your targets with greater ease.

Let us use this opportunity to build stronger sales capability and represent our company with expertise and confidence.

– HR Department

*(Committed to your growth and performance excellence)*

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