



CAMBODIAN FEDERATION OF EMPLOYERS AND BUSINESS ASSOCIATIONS

*Turn to Us for Industrial Harmony
We Represent You Where It Matters Most*

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Editor:

Mr. Som Chamnan
Executive manager

*CAMFEBA Quarterly Newsletter
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Trade Union Law Development Consultative Workshops



On 13-14 October 2010, the Ministry of Labor and Vocational Training in collaboration from the International Labor Organization convene the first round of tripartite consultative workshop on draft Trade Union Law which was presided over by **H.E Oum Mean**, Secretary of State of Ministry of Labor and Vocational Training. As the representative of employers, CAMFEBA fully participated in the workshop to defend her submission on the draft of this law with the government and trade unions. The employers team was led by **Ms. Sandra D'Amico**, Vice President and **Mr. Som Chamnan**, Executive Manager, with the technical support from **Mr. Dragan Radic**, ILO Senior Specialist on Employers' Activities.

"Employers welcomes Trade Union movement but we want them to be the consolidated, genuine and "healthy" Trade Union movement – we seek a good negotiating partner."
Ms. Sandra D'Amico, VP of CAMFEBA



Cambodia is the unique country around the world where the Labour Law allows for multi enterprise-based unions in one enterprise. Employers are facing number of practical problems encouraged by Freedom of Association principles and legislation. Most garment factories for example have at least 3 or more unions. We have a case of a factory with 5000 workers and 17 enterprise unions. Many workers at the same time belong to number of unions at one enterprise – issue of "double counting". This has resulted in various demands from the various unions, so business is often disrupted. There is a large number of strikes – 100% illegal, on the basis they do not follow legal procedure. In Cambodia, it is unfortunate that strike is often seen as a very first rather than the last resort for dispute settlement.

We strongly believe that, if effectively enforced, the trade union law is a very important tool for addressing the above challenges and promoting the harmonious industrial environment in Cambodia. It will guarantee the proper activities of trade unions and employers and ensure that the rights and interests of all parties in concern are equally protected.



Participants in the TUL Workshop



22ND CAMFEBA HR CLUB MEETING

Since its inception in the midst 2005, HR Club has been coordinated by CAMFEBA; it is a center for sharing extensive experience related to human resources and administration field. The HR Club meeting is held once every two months.

The 22nd HR Club meeting was held on 18 October 2010 at Tonle Bassac Restaurant from 2:00-5:00 pm. It was participated by over 62 members of the Club coming from various sectors.

There were 3 main topics presented and discussed in this meeting. They were:

1- Presentation on the work for people with disability by Mr. Wayne Slattery, Project manager of ILO/BFC.

Mr. Wayne Slattery made a very informative and interesting presentation on the work of disabled people and the benefits that the private companies received from employing them. He also reminded the participants of Law on the protection and promotion of the rights of the people with disabilities adopted in July 2009 and the Sub-Decree #108 on the quota for recruitment of disabled people adopted on 30 August 2010 which requires the private companies in Cambodia to employ the people with disabilities. Based on this Sub-Decree, any company having a total number of more than 100 (one hundred) workers must include or have 1% (one per cent of) qualified and capable disabled persons who are qualified for a position and capable of doing their functions, performing their roles and responsibilities, according to the types of work, as provided/stated in article 11 of this Sub-Decree.

For a copy of this Law and Sub-Decree, please contact CAMFEBA at legal@camfeba.com.

2- Presentation on Human Resource Management on performance appraisal and compensation by Mr. Yin Phallyn, HRM of Dynamic Co., Ltd.

Mr. Yin Phallyn, former participant in the AOTS Training programme in Japan in 2010, shared his experiences and knowledge he obtained from the AOTS training programme in Japan. The topic brought a lot of attention from the meeting participants.

3- Update information regarding to NSSF by Mr. Tep Vandeth, Senior Legal Assistant, CAMFEBA.

Last, Mr. Tep Vandeth updated on the latest development of laws and regulations about the National Social Security Fund, NSSF. His update was about the new NSSF Schemes (Health Insurance and Pension Fund) that the government planned to introduce in the near future.

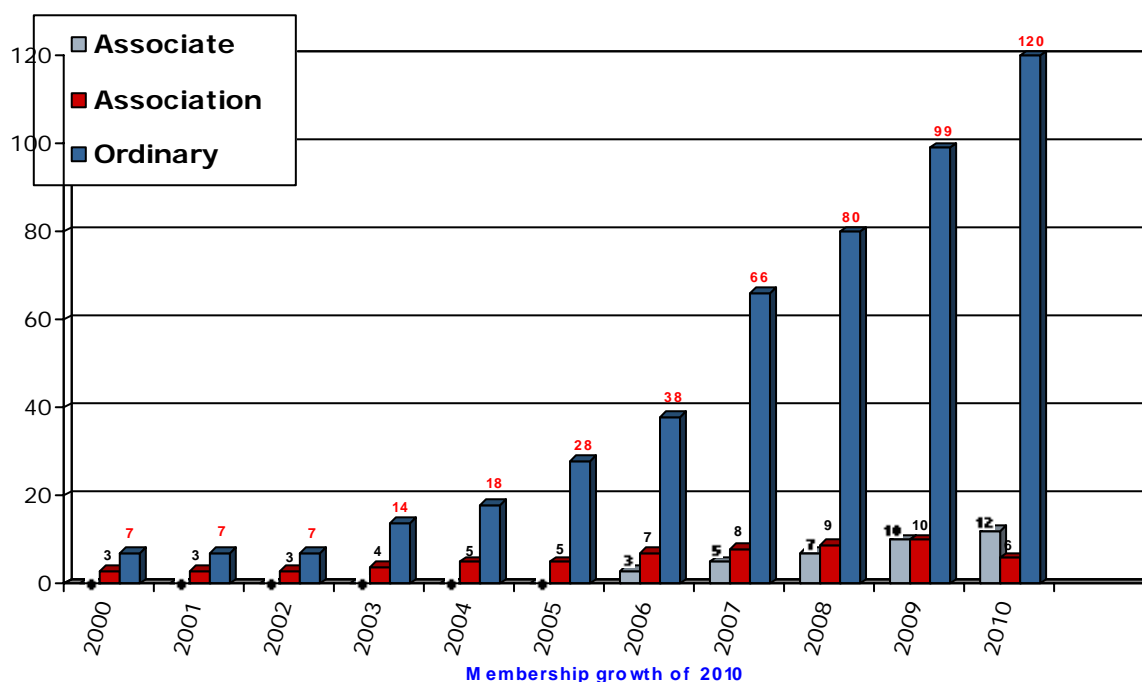


Photos of HR Club meeting on 18 Oct. 2010

Warm Welcome To CAMFEBA's New Members

CAMFEBA would like to express our warm welcome to the following new members joining us during the period from October to December 2010.

As of end 2010, CAMFEBA has **120** companies as individual members, **6** most leading Business Associations as Association Members and **12** non-profit organizations as Associate Members. Overall, we are representing around **1000** employers in both unionized and non-unionized companies in Cambodia.



No	Company/Organization	Member	Business	Joining Date
1	HwangDBS Commercial Bank Plc.	Ordinary Member	Banking and Financial Services	Nov 2010
2	Grand Phnom Penh International City Co., Ltd.	Ordinary Member	Real Estate services	Nov 2010
3	INCHCAPE SHIPPING SERVICES (CAMBODIA) LTD	Ordinary Member	Logistics and services	Dec 2010
4	SNV Netherlands Development Organization	Associate Member	International Development NGO	Dec 2010
5	Holiday Villa Hotel	Ordinary Member	Hotel and Restaurant services	Dec 2010
6	MYLOGISTICS COMPANY LIMITED	Ordinary Member	Logistics and services	Dec 2010

To become our member, please contact:
Mr. Tep Sophoan
Marketing & External Relations Executive
Mobile: 017 556 007,
Email: marketing@camfeba.com

National Seminar on “HRD System and Skills Evaluation Scheme in Japan and Malaysia”

17 December 2010, Cambodiana Hotel

It was co-organized by CAMFEBA in collaboration with the Ministry of Labour and Vocational Training (MoLVT) under financial support from the Ministry of Health, Labor and Welfare of Japan through technical support from the Association for Overseas Technical Scholarship (AOTS). This seminar was held under high presidency of **H.E Mam Vannak**, Secretary of State of MoLVT.

The purpose of this seminar was to disseminate the valuable information related to the Human Resource Development and Skill Evaluation Scheme in Japan and Malaysia with the ultimate purpose to set up an effective vocational skill evaluation system in Cambodia.



Group Photo on 17 Dec. 2010

There were 60 participants attending this seminar coming from the Department of National Competency Standards of MoLVT, the Directorate of Vocational Training Institutes and Schools of MoLVT, leading Business Associations, Private Vocational Training Institutions, and representatives from the Private Sectors in Cambodia.



Photo of Group discussions on 17 December 2010

The seminar covered the topics on:

- *Overview on Human Recourses Development System and Understand of Skill Evaluation Scheme (View on Trade Skills and Skill Evaluation and National Trade Skill Testing and Certification Systems) in Japan.*
- *Sharing information on Human Resource Development and National Skill Testing System in Malaysia.*
- *Sharing Information on the HRD System and Vocational Skill Testing and Certification of the National Polytechnic Institute of Cambodia (NPIC).*
- *Sharing Information on the Skill Evaluation Scheme from the Department of National Competency Standards, Ministry of Labour and Vocational Training in Cambodia.*

Ms. Sandra D'Amico, Vice President of CAMFEBA said that to promote the Skills Evaluation Scheme in Cambodia, the government and the private sector need to work very closely with each other to ensure a smooth process of the human resource development and also to keep the level, fairness, and

transparency of the scheme. Nevertheless, education and training providers in either public or private institute should come into one line to match the need of the world of work. She also said that it is very important that Cambodia have a reliable of skill evaluation system to guarantee the good quality of our youth so that they can compete in the global and regional market, especially after 2015 when the ASEAN Community is established.



National Industrial Relations Conference

On 1st October 2010 at Raffles Hotel Le Royal, the annual National Industrial Relations Conference was organized by The Arbitration Council Foundation (ACF) in collaboration with the Ministry of Labor and Vocational Training under the theme of “**Collective Bargaining for Improved Industrial Relations: Collective Solutions to Current Challenges**”. The conference drew the participations of the representatives of the Ministry of Labor and Vocational Training, members of the Arbitration Council, Employers, Unions and other NGOs. From CAMFEBA, **Mr. Som Chamnan**, Executive Manager, made a presentation about employers’ perspective on CBA. In his presentation, he stressed the key challenges that employers are facing and suggesting for the improvement such as Multi-trade union in one enterprise, inadequate knowledge of employers and workers on CBA negotiation techniques, and weak legal enforcement.



Annual NIRC on 1st October 2010

Workshop on “Reaching the Top: Training for Productivity Enhancement in Cambodia”

On 08th- 09th December 2010 at the Intercontinental Hotel, the International Labor Organization’s Better Factories Cambodia Project organized a National Workshop on “**Reaching the Top: Training for Productivity Enhancement in Cambodia**”. The workshop was officially opened by **H.E. Mao Thora**, Secretary of State, Ministry of Commerce and participated by the representatives from Ministry of Labor and Vocational Training, Ministry of Commerce, employers, employees, ILO and buyer as well as both national and international guest speakers.

Ms. Sandra D’Amico, Vice President of CAMFEBA, attended the workshop as the presenter and a member of the panelist discussion.

The workshop produced very fruitful outcomes as it provided participants the opportunity to learn from the experiences and knowledge of the guest speakers relating to productivity improvement.

The workshop indicated that to improve the productivity the employees shall necessary be skillful and equipped with the changing mindset of working smart rather than working hard. Furthermore, the training is also very important while good staff motivation policy also greatly contributes to the improvement of productivity.



Members in the Panel discussion



Participants in the Workshop

The Employers Workshop on Awareness Raising about the job center of the National Employment Agency (NEA)

24 November 2010, Cambodiana Hotel

CAMFEBA, in corporation with the National Employment Agency (NEA) with the financial support from ILO, organized the National Employers Workshop on Awareness Raising of Job Centers of the National Employment Agency to disseminate NEA services and other benefits.

This workshop was presided by **H.E. Hong Choeun**, Head of NEA, and **Lok Oknha Dr. Nang Sothy**, Executive Committee member of CAMFEBA, and participated by 50 representatives from various companies and NGOs that are CAMFEBA members.



Workshop on 24 November 2010

After the opening remarks and presentation about the National Employment Agency and the characteristics of the Job Centers by **H.E. Hong Choeun**, Head of NEA, all participants actively participated in the discussion, raised questions and offered significant recommendations to the National Employment Agency to bridge the gap between the employers and job seekers. It means that employers can find the right people with the right skills whereby the job seekers can apply for the job/position that they want through the Job Centers of the National Employment Agency.

To promote and strengthen the roles of NEA, the group discussions provided the following recommendations:

- The NEA should work closely with all employers and job seekers through direct talk and advertising leaflets at various high schools and universities.
- The NEA should improve good relationship with CAMFEBA because CAMFEBA is the key partner to disseminate labour-related issues through job requirement survey from all employers.
- The NEA should provide clear information on labor market in Cambodia.
- The NEA should build its trust among employers and job seekers as well as CAMFEBA.
- The NEA should categorize fresh graduates and experienced candidates through screening their curriculum vitae before sending to employers or CAMFEBA.
- The NEA should keep all information of applicants confidential.
- The NEA should open a professional training center for all job seekers to meet the demand of the labour market in Cambodia by outsourcing trainers from various training institutions.
- The NEA and CAMFEBA should disseminate job classification and brief company profile by some sectors in Cambodia through disseminating leaflets to employers and job seekers to match the need of supply and demand of job requirements in Cambodia.
- The NEA and CAMFEBA should organize Job Fairs one or two times annually to disseminate market and job related information.
- The NEA should promote internship programs for all fresh graduated candidates who have applied for job vacancies at the National Employment Agency.



Group Photo on 24 November 2010

CAMFEBA's International Level Representations

Visioning Event for an ILO Asia Pacific Community of Practice (COP) on Migration

Chiang Mai, Thailand

25-27 October 2010

Mr. Teh Sing, Secretary General of CAMFEBA

Objectives: In response to its constituents' request for better sharing of ILO's knowledge resources, the ILO Regional Office for Asia and the Pacific (ROAP) initiated the development of Communities of Practice (COP) in various subject areas. ROAP is therefore working on developing a COP on migration in Asia and the Pacific, called AP-MagNet.



Mr. Teh Sing in the CoP Workshop

The aim of AP-MagNet is to provide a forum for committed professionals working in the area of migration in Asia and the Pacific to share and leverage technical and practical knowledge on migration issues to encourage debate and discussions for better understanding, and strengthen a common agenda for managing migration for decent work in Asia and the Pacific. As a first step towards realizing our aim of a AP-MagNet, we are inviting a selection of our constituents and partners to a Visioning Event to discuss the aims and directions of AP-MagNet.



CoP Workshop in Chiang Mai, Thailand

3rd Regional Seminar on Industrial Relation Project ASEAN-ILO/Japan

Manila, Philippines

25-26 November 2010

Ms. Sandra D'AMICO, CAMFEBA's Vice President

Objectives: The purpose of this tripartite regional seminar was to share experience and discuss in detail among governments and social partners on the foundation of sound industrial relations: the legal and regulatory framework and the process for amending it.

The seminar provided valuable lessons for countries that are undergoing or planning to undergo legislative reform.

AOTS Training Programme in 2010

The collaboration between CAMFEBA and the **Association for Overseas Technical Scholarship (AOTS)** has come to exist since mid of 2010 after Nippon-Keidanren International Cooperation Center (NICC) has been disbanded. Since then, CAMFEBA and her members have been enjoying the supports from AOTS in the area of Human Resources development. As the result, there are **12** participants from members and staff of CAMFEBA attending the International Training Programme in Japan under full scholarship from AOTS in 2010.

Training Program on Management Training Program [ERMI] by AOTS

Yokohama, Japan

11-26 November 2010

Mr. Sareyrath SOEURM, Acting Training & Development Manager of Sotelco Ltd.

Mr. Cheang Vanna, Training Manager of Cambodia Microfinance Association (CMA)

Objectives: The program was intended to train the human resource development (HRD) managers who will become Management Training Program (MTP) instructors to disseminate MTP in employers' organizations and member companies.

The program is designed from the employers' point of view and has two main objectives: **(1)** Master the MTP-Basic course that aims at understanding the knowledge, technique and attitude concerning management of organizations **(2)** Develop training skills as MTP trainer by exercising presentation.

2nd Training Program on Industrial Relations and Human Resource Management (IR & HRM) by AOTS

Yokohama, Japan
18-29 October 2010

Mr. Key Chenda, Human Resources Office of Sathapana Limited

Ms. Sim Somaly, Human Resources Officer of Raffles Le Royal Hotel

Objectives: This program was intended to develop leaders and managers of employers' organizations and their member Companies with a wider perspective in human resource management for sustainable growth. It introduced to the participants some of the Japanese company's industrial relations (IR) and human resource management (HRM) practices, which are characterized by "long term perspectives" and "people-centered" approaches. In addition, it provided opportunities for the participants to share issues and recent changes in management practices in response to the global economic development. The participants were expected to apply some of the lessons learned during the program to the issues of their own organizations or to the wider society in the home countries after attending this course.



Group photo of participants who joint training on IR & HRM and MTP-TT, AOTS, Yokohama, Japan

IMPRESSION FROM CAMFEBA-AOTS Alumni

Mr. Ky Chenda Human Resources Officer Sathapana Limited

I have attended the training program on IR and HRM in Japan from 18 to 29 October 2010 at AOTS (ERPM2).



After my participation in this training, I have some personal impression as in the following:

The training program is good for me to get more challenging to improve myself and develop my workplace on IR and HRM in terms of the real practice and the some suitable methods from the program such as Company visits and AOTS professional trainers its self. All the topics are clear and understandable, especially the real practice that all trainers have disseminated. Firstly, the important of labor relations in organization and how to deal with all that issues. Secondly, Enhance human creative is very important for organization, even though you have money but if there is not the creation of human, what money can give you? Thirdly, Development our resources: Resources in an organization are not only money but the important is human. We need to develop and take care of them if our organization sustainably grows. And the last, corporate social responsibilities: we are living on earth, so while want more money we need to be also responsible for society.

It is my sincere thanks to AOTS for organizing this training and warm hospitality for both traveling and accommodation during my stay in Japan. My special thanks go to CAMFEBA who provided me this golden opportunity to join this important program. Last but not least, I would like to suggest that AOTS provide more opportunities for Cambodian representatives to join those useful training in order to gain the best practice from Japan and also from other participating countries.

YKC center made me feel just like at my home. I kept remembering the special breakfast that was packed for everybody in the morning when we checked-out to departure from Japan, so we did not feel hungry on the way back.

The training was very interesting and very useful for my career, my company as well. I was lectured by experienced Japanese professionals such as Dr. Kazutaka Kogi, Mr. Takeo Naruse, Mr. Toru Yoshikawa, Dr. Yoshiomi Temyo and Mr. Ippei Mori which making us well understood of the course contents. The company visits gave me a real life learning and opportunity to interact and explore of Japanese safe work practices.



Mr. Hang Chandara OHS Coordinator Holcim Group Support (Cambodia)

First of all, let me express my since thank to CAMFEBA, Management and staff. Without you I will not have the opportunity to join this AOTS training program on Occupational Safety and Health Management and Work Environment Improvement [ERWM] from 6th-17th September, 2010.

All aspects of the program were excellent organized to ensure that we were safe, concentrated on learning and enjoying.

During the 13 days training, all participants worked closely together, sharing some of the similar challenges in OSH, and still now keeping contact online for exchange the good practices of OSH information. I was so impressed with the Japanese people who provided me help and hospitalities with full of securities.



I am very thankful to the Japanese government for financial support to this program, AOTS for selecting me for this training and the staff at YKC who were very helpful to me, especially Mr. Masaru Inoue - course coordinator.

My best wishes to all of them in 2011.



Capacity Building Training for Members (Customized Training)

Customized Training Program (CTP) is designed to consolidate and integrate the key issues of the learning objectives which are then linked to organizational strategy and culture to be fully effective.

1. PRACTICAL MANAGEMENT SKILLS FOR SUPERVISORS AND MANAGERS

Conducted for two days on September 02 and October 1, 2010 at CAMFEBA by our professional trainer, **Mr. OUL VAN**. This course was specifically designed for the **OZ Minerals (Cambodia) Ltd.** for their managers and supervisors who wished to become truly effective people managers and supervisors.



September 30-October 1, 2010, Training for OZ Minerals (Cambodia) Ltd.

The overall objectives of this course are to critically evaluate their own management style, to effectively plan and structure their team's priorities, to implement appropriate delegation strategies, to manage different personalities and behavioral needs, to increase their personal power base and their influencing skills, to implement new techniques in measuring and managing personal and team performances, and to create and maintain a highly-motivated and successful team.

2. RIGHTS AND OBLIGATIONS OF TRADE UNIONS AND SHOP STEWARDS IN THE ENTERPRISE

This course was conducted on October 4-5, 2010 for **Artisans d'Angkor** in Siem Reap, by our professional trainer, **Mr. SOM CHAMNAN**, Executive Manager of CAMFEBA.

It is compulsory under the Cambodian labor law that the enterprise employing from 8 workers shall have elect the shop stewards, but the law also allows the workers to form the trade union(s) in that enterprise. Both the trade unions and shop stewards are the representatives of workers in that enterprise. This caused a lot of confusion

Therefore, the overall purposes of this course are to make the participants be aware of the legal procedure for the shop steward



Labor Law Training October 4-5, 2010, Artisans d'Angkor Siem Reap

election, the rights and obligations of trade unions and shop stewards in one enterprise, be able to differentiate the roles of trade unions and those of the shop stewards, be able to deal and communicate with difficult trade unions, and know the legal procedures to terminate their labor contracts.

3. NATIONAL SOCIAL SECURITY FUND AND OCCUPATIONAL RISKS

Conducted on October 26-27-28, 2010 at **Cambodia Airports Management Services (CAMS)** in Siem Reap by our professional trainer, **Mr. HUON SOKPHEANEATH**, CAMFEBA's Information & Legal Officer and **Mr. KEAT PUTNARITH**, Director of Information Technology Division as a Resource Person from NSSF.



NSSF Training on October 26-27-28, 2010, CAMS

This course provided the participants both practical and theoretical knowledge relating to how the employers fulfill the obligations provided for by the law on National Social Security Fund (NSSF).

In this area, the training focused on what NSSF is, the scope of its coverage, how to define the work-related accidents, how the employers register their workers and rate to be contributed by employers to this NSSF, how to claim for benefits, benefit calculation method, and how employers shall be faced with the law on NSSF if they failed to register their workers.

4. ADVANCED SECRETARIAL SKILLS FOR PERSONAL ASSISTANT AND SECRETARY

The course was conducted for five days on December 13-14-15-16-17, 2010 at Phnom Penh Water Supply Authority by our professional trainers, **Mr. SENG BUNTHOEUN**, Vice Rector of the National University of Management, and **Mr. SI LEN**, Training Manager of CAMFEBA.

This course was specially designed for Phnom Penh Water Supply Authority (PPWSA) to provide the participants both practical and theoretical knowledge relating to career advancement, delegation skills, presentation skills, communication skills, office management and supervision, and personal development.



Group photo at PPWSA

Generally, one of the most important positions in any company is that of administrative assistant—executive secretary, personal secretary or office administrator. The job requires versatility, skills, precision, efficiency, and a constant willingness to increase one's

Capacity Building Training (Public Training)

Public Training Program (PTP) is designed to consolidate and integrate the key issues of the learning objectives and shared experiences from various company staff to actively build your management capabilities in an ever-changing world.

1. Leading with Emotional Intelligence for Managers

The course was conducted on October 21-22, 2010 at Naga World Hotel by our professional trainer, **MR. PECH BO-LENE**, Founder and CEO of Westline Development Group.

Emotional Intelligence is instrumental in resolving a sticky problem with a co-worker, closing deal with a difficult customers, criticizing your boss, staying on top of a task until it is completed, and in many other challenges affecting your success. Emotional Intelligence is used both intra-personally and inter-personally. The overall objectives of this course are to identify the differences between leadership and management, to use the right characters and words with subordinates and colleagues, to improve



Leading with Emotional Intelligent for Managers, October 25-26, 2010, Naga World

communication skills in assertive speaking, active listening, conflict resolutions, criticizing and arts of persuasion, to be more efficient in motivating people, to successfully manage anger and deal with stress, and to manage your emotions more intelligently.

2. Wage & Overtime Calculation Methods

Conducted for a half day on November 21, 2010 at CAMFEBA by our professional trainers, **Mr. SOM CHAMNAN**, Executive Manager of CAMFEBA, and **Mr. KOY TEPDARA-VUTH**, Director of the Department of Labour Dispute of MoLVT as a Resource Person.



Wage & Overtime Calculation Methods November 26, 2010, at CAMFEBA

This course was specially designed to provide the participants both practical and theoretical knowledge relating to wage and overtime calculation methods.

In practice, some enterprises use "30 days" as the basis for calculating the daily salary of the workers while some others are using "26 days" instead.

The overall objectives of this course are to inform the participants the methods for calculating wages & Overtime pay through various practical lessons and shared experiences—Number of days to be used for daily wages calculation, wages to be used for Annual Leave Pay calculation, Paid Public Holidays pay calculation, Night-shift pay Calculation, Severance Pay Calculation (for FDC), and Indemnity Pay Calculation (for UDC).

3. Practical Report Writing Skills

This course was conducted on November 24-25, 2010 at CAMFEBA by **Mr. SIM KONG**, Deputy Director and Founder of Cambodian Institute for Research and Rural Development (CIRD).

This course was specially designed to provide the participants both practical and theoretical knowledge relating to report writing methods.

Basically, there are 4 stages of report writing—investigation, planning, writing and structuring the document, and presenting the report on paper.

The overall objectives of this course are to help the participants to be able to write clear, concise and comprehensive technical reports which will suit any industry and to provide them the technical ideas and information that will assist and guide the participant of the correct way of writing technical reports.



*Practical Report Writing Skills
November 24-25, 2010, at CAMFEBA*

4. Practical Supervisory and People Management Skills for Supervisors and Executives

It was conducted for on November 29-30, 2010 at Naga World hotel by **Mr. SILEN**, Training Manager.

This course provided the participants both practical and theoretical knowledge relating to roles, functions and duties of supervisors and managers.

The roles, functions and duties of supervisors and managers consist of planning and deployment of resources, leading, coaching and counseling of staff, motivating staff, retention and teamwork, training staff and development, meeting the team's productivity and quality targets, utilizing performance appraisals of staff, processing improvements and problem solving, and making decision.



*Practical Supervisory and People Management
Skills for Supervisors and Executives
November 24-25, 2010, at Naga World*

The overall objectives of this course are to define what is required in the capacity as a supervisor, to meet the demands of their workload, to confidently manage the team, to provide leadership to achieve greater productivity from their team, to motivate others and support their development, to handle difficult situations and conflict with confidence, to communicate successfully, and to delegate effectively.

5. Powerful Selling Techniques for Supervisors

This course was conducted on December 20-21, 2010 at CAMFEBA by **Mr. OUL VAN**, Associate Trainer.

It was specially designed to provide the participants both practical and theoretical knowledge relating to marketing and selling techniques.

The overall objectives of this course are to be able to define the definition of a word "sale", the importance of creativity in selling and how to use it, and the role of the professional salesperson, to analyze the ten important steps in the selling process, to identify the process of communications, to generate the planning and opening the

sales presentation, to handle objections, to close the sales, and to successfully utilize selling techniques through a phone call.



*Powerful Selling Techniques for Supervisors
December 20-21, 2010, at CAMFEBA office*

CAMFEBA organized annual staff retreat 2011 in Mondulkiri Province from 31 Dec 2010 to 02 Jan 2011.

This event was for all CAMFEBA's employees and their families to relax from work and build the good memories with one another so that they can build up a stronger team spirit. It was really a fantastical time for all of them after their dedication and hard work.

Besides the leisure activities that CAMFEBA organized for her staff and families to build up the team spirit, we also brought some studying materials such as books, pens, pencils, rubbers etc. as the souvenirs and our little support for the poor indigenous children in **Pou Taing** village. Even though these materials are not enough for their studies, but we believe that this sponsorship will

greatly help them to at least have the basic studying materials they need. All the studying materials were sponsored by **Mr. Van Sou Ieng**, President of CAMFEBA, **Lok Oknha Dr. Nang Sothy**, Board member of CAMFEBA and some other companies that are our members such as:

- 1- **HRInc (Cambodia) Co., Ltd.**
- 2- **BDLink**
- 3- **Pyramid Co., Ltd.**, and
- 4- **AV Supplier Group.**

CAMFEBA STAFF RETREAT 2011



CAMFEBA ANNUAL STAFF RETREAT 2010 (31 December 2010-02 January 2011-Mondulkiri Province)

STUDY MATERIALS DISTRIBUTION CEREMONY TO P'NORNG INDIGENOUS CHILDREN IN POU'TAING VILLAGE (MONDULKIRI PROVINCE)

Main Sponsors:

Corporate Sponsors:

Mr. Van Sou Ieng
President of CAMFEBA

Lok Oknha Dr. Nang Sothy
Board Member of CAMFEBA

 **HR Inc. Cambodia**

 **BDLINK**
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ពីរ៉ាមីត
Pyramid 



CAMBODIAN FEDERATION OF EMPLOYERS AND BUSINESS ASSOCIATIONS

**TURN TO US FOR INDUSTRIAL HARMONY
WE REPRESENT YOU WHERE IT MATTERS MOST**

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