CRM training plan — sales staff

Training lead: Sara Lim. Every one of the 240 sales staff must complete the 3-hour CRM course before go-live. Target: all staff trained by 10 March 2027. Sessions are classroom-based, 20 people at most.

Progress by region (as of 28 February 2027)

North region: 60 of 70 staff trained. Trainer: J. Moreau.

South region: 40 of 55 staff trained. Trainer: A. Karimi.

East region: 45 of 60 staff trained. Trainer: J. Moreau.

West region: 35 of 55 staff trained. Trainer: L. Chen.

Total: 180 of 240 staff trained.

Sessions held

12 Jan 2027: North region, trainer J. Moreau, 18 attendees.

14 Jan 2027: East region, trainer J. Moreau, 15 attendees.

19 Jan 2027: South region, trainer A. Karimi, 14 attendees.

21 Jan 2027: West region, trainer L. Chen, 12 attendees.

26 Jan 2027: North region, trainer J. Moreau, 20 attendees.

28 Jan 2027: East region, trainer J. Moreau, 16 attendees.

2 Feb 2027: South region, trainer A. Karimi, 13 attendees.

4 Feb 2027: West region, trainer L. Chen, 11 attendees.

9 Feb 2027: North region, trainer J. Moreau, 22 attendees.

11 Feb 2027: East region, trainer J. Moreau, 14 attendees.

16 Feb 2027: South region, trainer A. Karimi, 13 attendees.

18 Feb 2027: West region, trainer L. Chen, 12 attendees.

Catch-up plan

Staff who miss their session can join any other region's session, or take the recorded e-learning version (2 hours) followed by a 30-minute practice test.