

Personal Details	UMA CHANDRA SAGARAN
Academic Qualifications	Bachelor of Arts (English) - University Putra Malaysia (UPM)
Administrative Duties	<ul style="list-style-type: none"> · English Language Unit Coordinator · Editing Panel (Corporate Communication) · Marketing Representative
Publications (last 5 years)	Chan, Mei Yuit & Chandra-Sagaran, Uma (2019). Scripted communication for service standardization?; What analysis of conversation can tell us about the fast-food service encounter. <i>Discourse and Communication</i> , 13(1), 3 – 25. ISSN: 1750-4813 2019.
Completed Research	<ul style="list-style-type: none"> · Uma Chandra Sagaran, Chan, Mei-Yuit, & Shamala Paramasivam (2012). Politeness in institutional discourse: The script of the fast-food service encounter in Malaysia. Paper presented at the 10th Asia TEFL International Conference, 4 – 6 October, at Hotel Leela Kempinski, Delhi NCR, India. Abstract: p. 241- 242 Organised by: The Asian Association of TEFL, Korea · Uma Chandra Sagaran, Chan Mei Yuit (2011). Ritualistic communication in institutional discourse: The case of the service encounter in a fast-food restaurant in Malaysia. Paper presented at the LANCOMM 2011 (International Conference on Language and Communication), 19 – 20 October, at Palm Garden Hotel, Putrajaya, Malaysia. Organised by: Kuala Lumpur Infrastructure University College (KLIUC)
Other Certifications	<ul style="list-style-type: none"> · HRDF Certified Trainer · Certified 1st Aid Trainer · Certified in Ms. Windows and office applications, Ms – Office 97/ 2000/ XP (MS – Word, MS – Excel, MS Access & Power – Point).
Teaching	<ul style="list-style-type: none"> · English (Foundation in Science, Physical Science & Business) · English 1 (Diploma in Nursing, Physiotherapy & Engineering) · Communication Skills (Bachelor of Dentistry & Pharmacy)
Areas of Expertise	<ul style="list-style-type: none"> · Teaching of Language Skills · Communication Skills · Discourse Analysis · Writing Research Report
Contact Details	uma@aimst.edu.my , ext. 1238