

one-day training on

# Front Office staff & Receptionists' Excellence Education

Come and attend our renowned workshop where we teach you the tricks of the trade and equip you with the essentials and know-hows of what it takes to be a classy receptionist who is an essential and integral cog in the company's workforce.



**Time:**  
09:00 am — 4:00 pm

**Fee:**  
AED 1350/-

## Objectives:

Our one day workshop is designed to cover all aspects of the Receptionists and Front Staff training with a blend of theoretical and practical approach. Our teaching style employs various methods such as presentations, discussions, videos, audio recordings, role plays and many more.

## Contents:

- Module 1 Professional Excellence**
- Module 2 Developing a Professional Image**
- Module 3 First & Lasting Impressions**
- Module 4 Elements of Courtesy**
- Module 5 Tools of the Trade**
- Module 6 Verbal & non-Verbal**
- Module 7 Giving Good explanations**
- Module 8 Conveying the correct message**
- Module 9 Time Management**

## Who Should Attend?:

This course is intended for front liners in any industry, both experienced and inexperienced, who interact with guests, affiliates, clients and internal co-workers; Participants in this workshop sharpen their people skills, communication & active listening skills and handling difficult customers.