

Office Communication (For Front Office Executives & Secretaries)

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Brief Overview:

Front Office or the Reception Desk is the first point of call for any visitor to an organisation. So it becomes the face of the organisation and the executive or the secretary sitting there, by default, becomes the brand ambassador of the organisation. Thus, it will help the organisation immensely, if they invest their time and money in training the front office staff.

The role and job descriptions of these front office executives can vary from organisation to organisation and at the same time they could be evolving and taking different shapes down the years based on the changing times. Nevertheless there are some basic skill which they must be good at. The key skills which every front office executive should master are many and they need to be reviewed once in a while to test their efficacy. If they don't create a good impression and adopt the best practices, the organisation will face the risk of turning away prospective customers. This workshop will expose the participants to some of the best practices in this field in the current scenario and help in developing their skills as front office managers.

Session content:

- Communication Skills relevant to the Front Office
- Best Time management Tools
- Professionalism and cordial relationship practices
- Proficiency in working
- Presentable personality

For Whom:

- Those aspiring to become Front Office Executives
- Those who are already employed as one
- Receptionists
- Secretaries and Personal Assistant.

Key Takeaways:

At the end of the workshop, participants will:

Have an in-depth idea about how to deal with customers (difficult ones) and fellow employees.

Learn how to organise their time well in the face of multiple demands

Understand the importance of professionalism

Reap the benefits of developing empathy

Gain knowledge about maintaining cordial relationships with all

Know about proper grooming and presenting oneself

Facilitator profile:

Mrs. Bhuvana Pashupathi – Genetic Brain Profiling Mentor; Relationship Synergist and Life Coach

M.A.(Eng); B.Ed.; M.Sc.(Psy) M.Phil.; Master dip in Training- IATD.;

Psychologist and Mentor at MIDNA Global

Has worked for more than 3 decades in Educational Institutions in India, Malaysia and Thailand.

Has experience in conducting training programmes in soft-skills like Communication, English language Proficiency, Parenting, Relationship management, Emotional intelligence, Etiquette and grooming and time Management.

Earlier had conducted these programs in Malaysia and Thailand and now conducting them for college students and corporate offices in Chennai

As a Genetic Brain Profiling Mentor at MIDNA Global, has helped many trainees in becoming full-fledged consultants.

As a Relationship expert has helped solve difficult situations in families and marriages.

As a psychologist, and NLP practitioner, has helped many students and adults overcome their anger issues and self-esteem issues.

With a green belt certification on Career Counselling from ‘Univariety’, University of California, Los Angeles,

she has helped many school students choose their most suitable career paths.

Fee Details:

- **Fee Details**
- Member amount : Rs 0.00- (Including 18%GST)
- Non Member amount : Rs 0.00- (Including 18%GST)
- Total Member count :