

Presents

One-Day Live Workshop

Office Communication

**(For Front Office Executives
& Secretaries)**



Venue: MMA Management Center

Date: 09th February 2023

Time: 09.30 AM to 05.00 PM

Facilitator

Mrs. Bhuvana Pashupathi

**Relationship Synergist and Life
Coach**

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.

Course 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 :

MMA Member Fee : (₹1800/- plus + 18% GST)

Registration :

We request you to mail the list of participants to mma@mmachennai.org

***Please await our confirmation and payment advice.**

For more details and clarifications (if any), please feel free to contact :

- Vinoth - 6374603433
- Gp Capt R Venkataraman (Retd) - 9444700068

Thanks & Regards,

Gp Capt R Vijayakumar (Retd), VSM

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Chennai - 600006



MMA Social Media :



About Madras Management Association (MMA)

MMA was established in 1956 with the prime objective of promoting management education, training and development activities in this part of the country. The vision of MMA is “To be the Fountainhead of Worldclass Management Excellence in India”.

Over the past six decades, MMA has striven for development and nurturing management expertise, combining Indian ethos with International Management thoughts and practices. MMA has contributed immensely to the enhancement of management capability in this part of the country, and in particular Tamil Nadu and Puducherry. MMA has over 8000 corporate houses, industries, professionals, academics and executives on its rolls as members. MMA annually organizes about 700 executive development activities, including seminars for top management with a total participation of fifty nine thousand executives and entrepreneurs.

MMA is the largest affiliate association of All India Management Association (AIMA) in the country and has been adjudged as the Best Management Association in India by AIMA for twelve times in a row including the year 2020-21.

The activities of MMA are planned to achieve managerial excellence in the functioning of industries and professional managers in Tamil Nadu and Puducherry. In this direction, MMA chapters have been established at various towns in Tamil Nadu mainly to cater to the needs of SMEs. Nine such MMA Local Chapters at Ambur, Attur, Erode, Hosur, Namakkal, Salem, Sri City, Trichy and Puducherry are functioning effectively.

MMA Management Center

