



Frontline Reception II (Advanced)

Course Outline



Your business outcomes are our priority. Proving impact in real time.

Aim

To assist receptionists and office administrators in reaching goals and setting high standards in the smooth operation of the front office. This workshop is the perfect follow up to Frontline Reception I.

What Others Had to Say About this Course...

"The workshop ran at a pace which I felt comfortable with - we had fun and learned at the same time." ~ Michelle

Who Should Attend this Course?

This course will benefit all Receptionists, Office Managers and Administrators, and anyone charged with answering the telephone at an organisation.

Outcome

At the end of this workshop, the learner will be able to approach the re-organisation of their day with confidence and purpose as well as having the necessary information to present a professional and efficient support system to management and clients alike.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
110082	1	6	Understand the impact of customer service on a business

The unit standards above are an indication of the content of the workshop. Our workshop theories are designed to include the outcomes recommended by SAQA US IDs.

Duration: 1-Day

Content

Topic	Details
Skills, Qualities and Attributes Required for Success	• How to realise our full potential. • What should we expect of ourselves and what it is that others expect from us
Identifying and Classifying Your Customers	• Understanding why we handle some people well and simply don't understand others • A module on personality profiling and to effectively implement the knowledge • This is mostly handled from an internal client perspective
Developing Your Role and Contribution	• Finding direction through clear and objective goal setting • Put it into practice with theoretical and practical exercises
Identifying Urgent Versus Important Tasks and Realistic Deadlines	• How to prioritise effectively • A highly effective lesson in time management
Being Assertive and Clear with Others	• In depth theoretical and practical exercises on how to acquire this essential skill
The Key to Effective Written Communication	• How to compile readable, concise, and correct correspondence
Effective Minute Taking	• Recording and transcribing minutes with an emphasis on the action minute format
Keeping an Effective Diary	• The practicalities of this essential tool in today's digital world
Maintaining Professionalism and Etiquette	• Presentation of yourself and your company • Highlighting etiquette and diversity.
Additional Material for Leisure Reading	• Practical advice on document storage systems

Optional Purchases

When ROI and Implementation Matter

At Staff Training, we understand that each individual and/or organisation has unique needs and goals. We have developed a range of valuable, but optional purchases to maximise your training outcomes:

SETA Accredited Training Options

Most of our workshops are aligned with SETA Accredited unit standards, or you can opt for the fully accredited version of your workshop choice. This includes a certificate of competence when successfully completed. All other certificates are certificates of attendance.

The Afterburner

Afterburners are additions to selected workshops. These continued learning courses include a re-cap of material covered during the workshop and continue to expand on both knowledge and skills development for the workplace.

Skills Check

Skills Checks are extremely useful in the measurement of ROI of soft skills training. This tool is structured to help the learner improve on the implementation of new skills through a goal-driven process of accountability and reflection.

LevelUp Coaching

A 2-hour, one-on-one coaching option for those who would like to address and build on the knowledge they gained during training. Converting theory into practice under the tutelage of an experienced coach.

PowerPath Coaching

A powerful investment into your future leaders. One-on-one leadership coaching with the globally acclaimed Enneagram as the self-mastery tool.

Staff Training is an accredited IEQ9 Provider. Our Enneagram offerings include a SETA Accredited version of a leadership development workshop as well as an emotional intelligence and Enneagram combination. You can also explore our specialist hybrid offerings of workshops and coaching below.

[Enneagram Group Coaching Journey](#)

[Enneagram: Insight to Action](#)