

VIRTUAL-ONLINE PERSONAL DEVELOPMENT COURSE



Office Receptionist CERTIFICATE COURSE

Starting Date | April 12th, 2021

| DAY(S) | DAY TIME | EVENING |
|-----------|---------------------|-------------------|
| MON & WED | 10:30 am - 12:15 pm | 5:45 pm - 7:25 pm |

PREREQUISITES

None

ABOUT THIS COURSE

This course is designed to give you an appreciation of what is expected of a Receptionist in a professional office environment.

As a receptionist you are an important member of the company you work for. When clients enter your business for the first time, the person to greet them when they enter the office is the receptionist.

Receptionists create the first impression that a client has of your business, whether it's good or bad. You set the company tone and contribute to your companies' reputation.

While many people view the role of the receptionist as minor, this is far from the truth! The role of the receptionist is essential for the smooth operation of any office.

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| Duration | 13 Weeks |
| Registration | \$50.00 |
| Technology Fee | \$35.00 (Evening Class Only) |
| Work Book | FREE (PDF Available Online) |
| Tuition Cost | FREE (A \$350.00 Value) |

STUDENTS MUST HAVE A LAPTOP or DESKTOP COMPUTER

LEARNING OUTCOME:

Upon Completion of This Course, Students Will;

- Understand the importance of the role of The Receptionist.
- Know what skills to use and behaviors to demonstrate to provide an excellent service and a great first impression.
- Be able to demonstrate skills to work in a friendly but efficient manner.
- Know how to deal with irate people and complex requests effectively.

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