

Professional Front Office Skills

Practical tips and strategies to work effectively in an office environment



This workshop is designed for people in office, reception or administrative roles and would benefit people new to the workforce or people who are keen to develop their office skills.

Overview

The Professional Front Office Skills program will introduce you to best practice communication and time management skills for the modern office environment. You will be provided with practical tips and strategies developed and delivered by 'real world' experienced professionals.

Benefits

By attending this workshop you will get acquainted with

- front office client service skills
- professional communication skills such as email and telephone etiquette
- strategies to manage your time efficiently and effectively prioritise your workload.

What you will learn

By attending this workshop you will learn to:

- apply best practice email and telephone techniques
- provide excellent customer service that helps build effective client relationships
- apply effective prioritisation and time management techniques
- describe best practices for working in a busy office environment.

CPD points for real estate people

On successful completion of this workshop, real estate participants will achieve 8 of the required 12 points of professional development to meet the ACT Office of Regulatory Services (ORS) conditions for the renewal of a licence or certificate of registration.

Details

Date: One full-day workshop on Wednesday 14 March 2012

Time: 8:30am – 4.30pm

Where: WISDOM Learning Centre, Fairbairn ACT

Cost: \$550 including all materials and gourmet catering

How to register

Register online at www.wisdomlearning.com.au or contact us for more details.