

OFFICE MANAGEMENT

01. Certificate in Telephone Operator & Receptionist. (Duration 06 Months.)

Telephone Operator & Receptionist Training Program

Course Duration: 6 Months

Module 1: Introduction to Communication Skills (Weeks 1-2)

- ⌚ Understanding the importance of effective communication
- ⌚ Verbal and non-verbal communication skills
- ⌚ Developing active listening skills
- ⌚ Telephone etiquette and professional demeanor

Module 2: Basic Office Procedures (Weeks 3-4)

- ⌚ Introduction to office environments and culture
- ⌚ Filing and record-keeping
- ⌚ Time management and organizational skills
- ⌚ Basic computer skills for office tasks

Module 3: Telephone Systems and Equipment (Weeks 5-6)

- ⌚ Understanding various telephone systems
- ⌚ Proper use of telephone equipment
- ⌚ Troubleshooting common telephone issues
- ⌚ Voicemail and call forwarding techniques

Module 4: Customer Service Excellence (Weeks 7-8)

- ⌚ Customer service principles and best practices
- ⌚ Handling difficult situations and irate customers
- ⌚ Building positive customer relationships
- ⌚ Effective conflict resolution techniques

Module 5: Front Desk Management (Weeks 9-10)

- ⌚ Role and responsibilities of a receptionist
- ⌚ Greeting visitors and creating a welcoming environment
- ⌚ Managing appointments and schedules
- ⌚ Handling mail and packages

Module 6: Professionalism and Etiquette (Weeks 11-12)

- ⌚ Professional appearance and behavior
- ⌚ Business etiquette and protocol
- ⌚ Handling confidential information
- ⌚ Team collaboration and communication

Module 7: Multitasking and Stress Management (Weeks 13-14)

- ⌚ Prioritizing tasks and managing workload
- ⌚ Stress management techniques
- ⌚ Time-efficient multitasking strategies



Maintaining composure under pressure

Module 8: Technology Integration (Weeks 15-16)



Advanced telephone system features



Utilizing office software (e.g., Microsoft Office)



Integrating communication tools for efficiency



Cybersecurity awareness for receptionists

Module 9: Emergency Procedures (Weeks 17-18)



Emergency response protocols



Evacuation procedures and safety measures



First aid basics



Crisis communication skills

Module 10: Final Assessment and Mock Scenarios (Weeks 19-20)



Comprehensive review of course content



Simulated scenarios and role-playing exercises



Final written and practical examinations



Feedback and improvement suggestions

