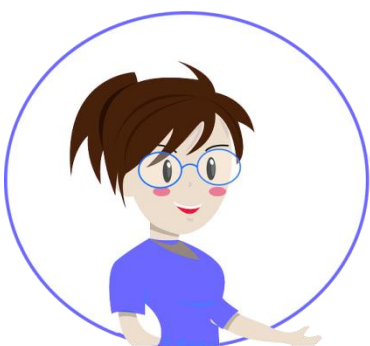


Frontline Reception II (Advanced)

Aim

To equip receptionists and office administrators with the skills, tools, and confidence to achieve operational excellence in front-office management. This workshop builds on *Frontline Reception I*, focusing on advanced techniques for goal-setting, prioritization, and professional communication.

What We Have to Say About this Course...



I now feel equipped to represent my company professionally and exceed client expectations - Bongile

Customer Care & Service levels

Who Should Attend this Course?

- Receptionists, office managers, and administrators
- Staff responsible for managing front-office tasks
- Professionals seeking to enhance their administrative and client-facing skills

Outcome

By the end of this workshop, participants will:

- Approach daily tasks with confidence and a clear sense of purpose
- Organize their workday efficiently to support management and clients
- Present a professional, polished image for themselves and their organization
- Implement practical strategies for effective communication, time management, and task prioritization

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
14338	2	2	Attend to customer enquiries in an office setting

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

1. Skills, Qualities, and Attributes for Success

Objective: Understand the core responsibilities and traits of a successful frontline office administrator.

Key Focus Areas:

- Explore the duties of a frontline office administrator
- Conduct self-reflection exercises to identify strengths and areas for growth

Outcome: Develop a clear understanding of the qualities needed to excel in the role.

2. Identifying and Classifying Your Customers

Objective: Enhance client interactions through emotional intelligence and personality profiling.

Key Focus Areas:

- Learn the basics of emotional intelligence and its role in client interactions
- Apply personality profiling to understand and connect with diverse clients
- Discuss strategies for maintaining professionalism in challenging situations

Outcome: Build stronger client relationships through empathy and tailored communication.

3. Developing Your Role and Contribution

Objective: Set clear goals to enhance your impact in the front office.

Key Focus Areas:

- Establish clear, achievable objectives for your role
- Engage in theoretical and practical exercises to implement goal-setting strategies

Outcome: Align your daily tasks with broader organizational goals.

4. Identifying Urgent vs. Important Tasks and Setting Realistic Deadlines

Objective: Master prioritization and time management for efficient task handling.

Key Focus Areas:

- Learn to distinguish between urgent and important tasks
- Apply proven time management techniques to meet deadlines effectively

Outcome: Streamline workflows and reduce stress through better prioritization.

5. Being Assertive and Clear with Others

Objective: Develop assertiveness to communicate confidently and professionally.

Key Focus Areas:

- Practice theoretical and hands-on exercises to build assertiveness
- Learn techniques for clear, respectful communication with colleagues and clients

Outcome: Communicate with authority while maintaining professionalism.

6. The Key to Effective Written Communication

Objective: Produce clear, concise, and professional written correspondence.

Key Focus Areas:

- Master the principles of readable and accurate business writing
- Explore AI tools to assist with drafting professional emails and documents

Outcome: Create polished, effective written communication that reflects professionalism.



7. An Introduction to Effective Minute Taking

Objective: Learn to capture actionable insights during meetings.

Key Focus Areas:

- Understand the essentials of taking concise, action-oriented minutes
- Practice techniques for recording key points and decisions

Outcome: Produce accurate and useful meeting minutes to support team productivity.

8. Keeping an Effective Diary

Objective: Master digital and manual diary management for seamless scheduling.

Key Focus Areas:

- Explore practical tools and techniques for managing appointments and schedules
- Learn to adapt diary management to modern digital platforms

Outcome: Maintain an organized, efficient schedule to support management and clients.

9. Maintaining Professionalism and Etiquette

Objective: Uphold a professional image and foster inclusivity in all interactions.

Key Focus Areas:

- Present yourself and your company with confidence and professionalism
- Understand etiquette and diversity considerations in client-facing roles

Outcome: Create a welcoming, inclusive environment that enhances your organization's reputation.

10. Additional Resources for Professional Growth

Objective: Provide practical tools and references for ongoing success.

Key Focus Areas:

- Access guidance on document storage systems for efficient organization
- Review practical examples of meeting agendas for streamlined planning

Outcome: Equip yourself with resources to maintain an organized and professional front office.

When ROI and Implementation Matter!

Why choose Staff Training?

- **Interactive Learning:** Engage in role-playing, group discussions, and hands-on exercises to build practical skills.
- **Customizable Format:** Available in-person or online, with options to tailor content to your organization's needs.
- **Expert Guidance:** Learn from experienced trainers with deep knowledge of frontline roles.
- **Real-World Application:** Focus on actionable skills that can be immediately adjusted to your industry and applied to enhance performance.
- **Accredited** and **non-accredited** options available.
- **Exceptional Learner Support** driving results through the use of Skills Check, Afterburner and additional coaching programmes.

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 an optional addition 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. An outline of Afterburner content is included in this document, if available for the chosen workshop.

Skills Check

Skills Assessment Checks are a further optional enhancement tool. These Skills Checks are structured to help the learner improve on the implementation of new skills through a goal driven process of accountability and reflection. Skills Checks are extremely useful in the measurement of ROI of soft skills training.

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. These sessions are particularly useful for unpacking real life scenarios and assisting with converting theory into practice under the tutelage of an experienced coach.

Surveys

Pre- and post-workshop surveys are available to help determine your specific goals and current training or change related needs. Surveys are a great measurement tool and help determine the impact of HR and management efforts.

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](#)

