

Office Procedures with Reception Skills (IAS)

FETAC Level 3

Overview

This course will provide learners with all the basic skills necessary to work in an office or reception environment. The course will take the learner step by step through the office environment and is suitable for learners with no previous office experience.

Benefits:

- Be able to apply yourself to a career in an office environment
- Learn how to use office equipment and perform a range of practical administration functions efficiently
- Improve your workplace practices, team work, office communication skills, telephone techniques and personal & workplace practices
- Gain the skills and attitude necessary to work as a frontline receptionist
- Provides a basis for progression to Level 5 modules in related areas

Course Content:

- The course will give the learner basic insight into Organisational Structures within companies.
- Participants will learn how to document their work through such methods such as Post registers, phone logs, petty cash, and basic invoicing.
- Practical office skills such as filing and using equipment.
- Correct procedures on how to effectively deal with customer and supplier enquiries.
- The Personal Presentation element will look at portraying a professional image to match the learners newly acquired office skills.
- Areas researched also include Health and Safety in the workplace
- The Reception Skills module will look at correct telephone techniques
- Correct procedures for Client “Meet and Greet”

Accreditation

Upon successful completion of this course participants will receive a Fetac Level 3 Certificate in Office Procedures and Reception Skills (IAS)

To book a place on this course, call our booking line on +353 (046) 9249618 or e-mail info@midasgroup.ie or book online