



# Fundamental Customer Care, Management Skills, and Record Keeping for Frontline Personnel

5 Credits towards a Higher Certificate in Management

05<sup>th</sup> – 09<sup>th</sup> June 2017

Premier Hotel O. R. Tambo Kempton Park, Johannesburg, South Africa.

## Course Learning Outcomes

- Developing skills for managing front office skills
- Managing interpersonal team processes to achieve required outputs
- Establishing the relationship between different management levels and tasks in the organisation
- Acquiring good decision making skills
- Improving communication skills
- Demonstrating, planning and preparing communication for meetings and prepare meeting reports
- Minute taking and Report Writing
- Developing effective communication skills

## Who Should Attend?

All Senior Level Personal Assistant and Senior Secretary who manages one or more executives

- Personal Assistants
- Executive Secretaries
- Administrative Assistants
- Frontline Personnel
- Receptionists
- Customer Service Personnel
- Departmental Secretaries
- Office Administrators
- Support Officers

## About your Presenter:

**B.A Degree, B.D Degree, B Proc. Degree**

Your Facilitator is a practicing attorney, conveyancer and notary in Krugersdorp. He is also a lecturer at Southern Business School where he specialises in the subjects Business Law, Business Communication, Leadership and Business Management. He acquired a BA degree at the University of Johannesburg where after he obtained a BD degree at the University of Pretoria. He also mastered the B Proc degree at the University of South Africa.

His passion is to teach and to mentor his students to master their subjects. He has offered training and management consultation services in a vast array of fields ranging from leadership development, human resources and general management. He is also a noted public speaker at national and continental conferences and widely regarded as a subject matter expert in the field of management.



**Intelligent Africa Marketing and Training**

Tel: 0027 12 997 7676 • Fax: 0027 12 997 7034

info@intelligent africa.com • www.intelligent africa.com