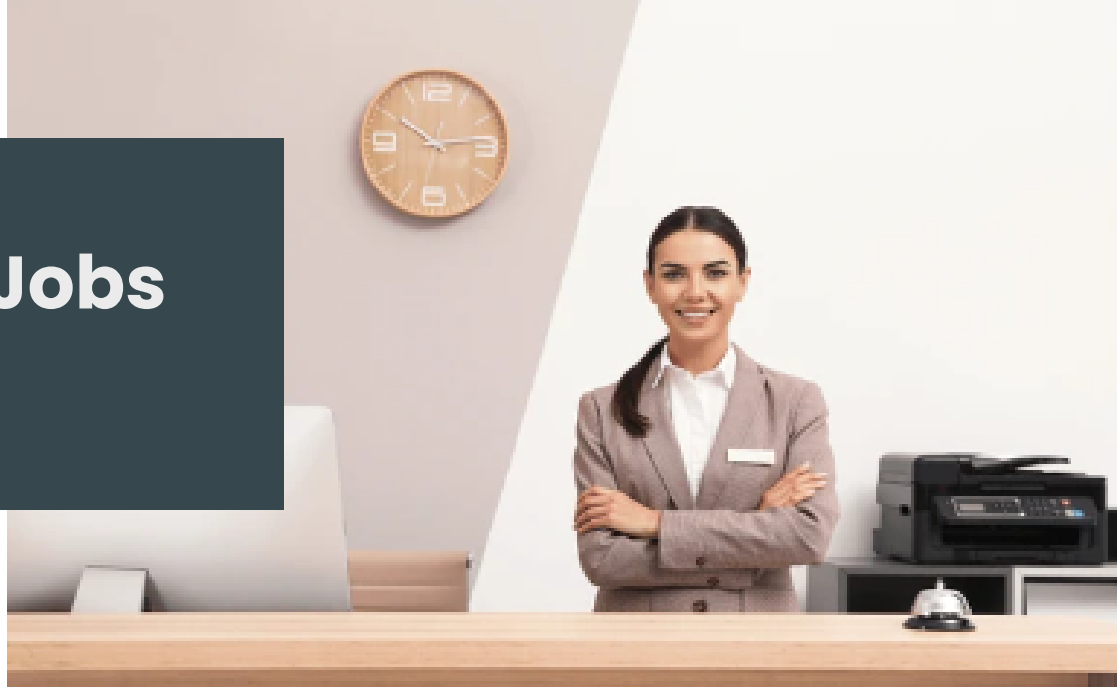


Reception Jobs Essentials



Course Description

This course is designed for individuals who wish to develop their skills to enable them to work in reception.

Course structure

SIRXCEG001	Engage the customer
FSKDIG002	Use digital technology for routine and simple workplace tasks

Upon successful completion participants will be awarded statement of attainment for all accredited units.

Learning outcome

- Greeting customers
- Appropriate verbal and non verbal communication
- Adapting communication appropriately to customers with diverse backgrounds
- Assisting customers by resolving queries and customer problems
- Following organisational policies and procedures
- Use digital technology for routine workplace tasks
- Entering, storing and retrieving relevant information

Delivery mode

Face to face
4 days

Fees

Pricing varies based on group size.

