

## The Office Professional

### Who is this course for?

This course is ideal for people who work in reception roles to learn the organisation and the role of the receptionist

<b>Duration:</b>	4 hours
<b>Time:</b>	9:00 am to 1:00 pm
<b>Cost:</b>	\$168.00
<b>Class size:</b>	Class sizes are kept to a maximum of 8 - 10 people to allow for individualised attention
<b>Includes:</b>	Course manual and morning tea
<b>Certificate:</b>	A Certificate of Attendance is provided on completion



### What will you learn in this course?

- customer service
  - external customers
  - internal customers
- presenting a professional image
  - manner
  - presentation
  - discretion and confidentiality
- effective communication techniques
  - handling telephone calls
  - verbal and non-verbal communication
- messages and protocols
- handling complaints
- dealing with difficult callers and/or visitors
- developing and contributing to workplace relationships
  - time management and work priorities
  - developing trust and confidence
  - building and maintaining networks and relationships
  - managing difficulties

*\*Charge for assessment: \$50.00\**

To register, please complete a Course Registration Form.

Available from:

[www.hb.net.au](http://www.hb.net.au)

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