Receptionist Diploma

Designed for: Individuals who wish to gain a range of essential office and computer skills to be able to fulfil the receptionist role - an integral role within a business operation.

Pre-requisites: None

Objective: Individuals who wish to gain a range of essential office and computer skills to be able to fulfil the receptionist role - an integral role within a business operation.

Course Content:

Core Subjects

- **Computer Keyboard Skills** –Learn how to touch type accurately, using the correct keyboard technique.
- **Business Document Production** – Develop skills and understanding of routine and complex business documents.
- **Communication at Work** – Learn how to communicate effectively in the workplace using verbal and non-verbal communication. Understand the principles and structure of written communication.
- **Microsoft Word** – Learn word processing skills to a good business standard.
- **Microsoft Outlook** – Learn how to share, manage and schedule information electronically.
- **Professional Receptionist** – Seminar.

Recommended Electives – choose ONE:

- Keyboard Speed Development
- Microsoft Excel
- Audio Transcription

- Health and Safety Essentials
- Go-Make a Difference!
- Telephone Techniques - Seminar

The above are recommended electives for this Diploma. Alternative subjects may be chosen. Please discuss the options with your Course Advisor.

Benefits:

- Equip you to start a new career
- The flexibility and value of a self-study course designed to enable you to work at your own pace
- Personalised workbooks to use as a reference guide on completion of your training
- The opportunity to gain a Pitman Training Diploma that is recognised nationally and internationally by employers

Guideline Learning Time: **4** weeks full-time (110 hours flexi study)

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