

Administration Support

Training course offered by VETTA Communication (Pty) Ltd.



OBJECTIVES

Today's organisations have to meet ever-increasing demands and expectations. In order to do this, businesses have to ensure that their administrative support is professional, flexible, proactive and confident in its role. This practical workshop aims to motivate participants to understand the impact of their work, understand the bigger picture and make a positive difference to both internal and external customers.

COURSE CONTENT

Introducing the role

- Job Description: Understand the role, function and importance of office administration
- Importance of taking initiative and being pro-active
- Align personal attributes with the position
- Positively promote the company through personal presentation
- Positive attitude towards self and the position
- Understand client expectations
- Work according to company standards
- Be a solution thinker and problem solve efficiently
- Time management and punctuality
- General office etiquette and the importance of teamwork
- Dealing with criticism, distractions, office politics and gossip

Workshop suitable for all administrative staff

Communication Skills

- Developing good relations with both internal and external customers
- Active listening, assertiveness and reinforced feedback
- Managing conflict constructively
- Handling complaints positively
- Ability to assist with difficult customers proactively
- Telephone techniques and procedures & email correspondence
- Written correspondence; tips and techniques

Procedural Work

- Accurate and timeous filing - manually or electronically
- Implement office systems and structures
- Petty cash, ordering and receiving stock
- Stock control and working with couriers
- General safety and security

Raising the Bar - Energetic, motivated and effective

COURSE DETAILS

Duration: 1 day

Cost: R1766 p/person excl 14% VAT

Included: Lunch, refreshments, facilitation, training manual, E-certificate, personalised feedback and unlimited post training support.

Venue: Winchester Mansions Hotel, 221 Beach Road, Seapoint

This workshop can also be presented at your premises

Book on line www.vetta.co.za or call 086 111 VETTA (83882) Email: info@vetta.co.za



VETTA Communication (Pty) Ltd.
Cape Town • Johannesburg • Durban

"Passion colours everything it touches"

