

Course information

Introduction

A professional secretary or personal assistant is the hub of a well-run office and the reason for the success of many organisations or business people. He or she needs to be able to multi-task while functioning in several different roles. A handbook, designed as a ready-reference manual, and the practical training sessions will assist attendees to apply these skills and alert them to the importance of their various roles.

Unit standards

The content of this course is based on unit standards 13928 *Monitor and control reception area* and 7790 *Process incoming and outgoing telephone calls*.

Course content

During this course, the topics covered include:

- Etiquette, dress code and professionalism
- Time management and communication skills
- Reception responsibilities and telephone procedures
- Stationery and asset management
- Business writing and short business communications (faxes, email, letters, memoranda)
- Information retrieval and sorting
- Checklists, procedures, planning and organising
- Enquiries and appointments: the do's and don'ts
- Meetings: planning and catering
- Stress management
- Public relations is customer service
- Security and disturbances within the office, emergency, fire and other procedures

Duration

Two days

TIDASA is...

- A training company committed to enabling and empowering individual learners to make positive contributions to their organisations
- A provider of both customised and generic training
- Dedicated to excellence in training and instructional design
- Provisionally accredited by Umalusi, Council for Quality Assurance in General and Further Education and Training (Provisional accreditation number: FET 00474 PA)

For more information or to book your place contact Helga van Wyk on 012 682 8500 or email info@tidasa.co.za