



NATIONAL INSTITUTE FOR PRODUCTIVITY

FRONT OFFICE MANAGEMENT COURSE

Course Objective

To impart participants with modern techniques of managing front office in their organisations.

Target Participants

Receptionists, Telephone Operators, Office Management/ Personal Secretaries.

Key Topics

Work environment; Effective communication; Public relations; Taking care of visitors; Maintaining diaries/ calendars; Telephone handling; Effective customer care; Time management.

Learning Outcome

At the end of the course participants are expected to be able to understand how to organize their offices, handle visitors and customers, handle telephone and manage time.

Training Methodology

A combination of class-room lectures, hands-on-practice sessions, video shows, case studies, work groups assignments and presentations.

Medium of Instruction

English / Swahili

Venue

Morogoro – Tushikamane Centre

Duration

1 week

Dates

Group	Start	Finish
One	30 September, 2019	04 October, 2019
Two	20 April, 2020	24 April, 2020

Fee and Mode of Payment

The fee: Tshs. **875,000/=** must be PAID IN ADVANCE to National Institute for Productivity through CRDB Bank, Account Number 01J1042999200, Tower Branch; otherwise the nominee will not be allowed to join the course.

Note:

Please take note that hotel accommodation, meals, travel and out of pocket expenses will be borne by the sponsoring organization. The fee covers only tuition, courseware and light refreshments during morning breaks and administrative expenses. Contact NIP office before reporting to the training venue.

Our Contacts

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