Public Sector Management · PM448

Administrative Excellence: Reception, Email Communication, and Microsoft Excel

Duration	Category	Ref
1 Week	**Public Sector Management**	**PM448**
Language	Certificate	
English	**Certificate of attendance**	

Introduction

In today's fast-paced business environment, administrative professionals play a critical role in ensuring smooth office operations, delivering excellent customer service, and supporting organisational productivity. This comprehensive five-day training programme is designed to equip participants with the practical skills and knowledge required to excel in administrative and reception roles. The course focuses on professional reception techniques, effective business communication, email management, and Microsoft Excel for everyday office tasks. Through interactive discussions, practical exercises, and real-world scenarios, participants will develop the confidence and competence needed to perform efficiently in a modern workplace.

Course Objectives

By the end of this course, participants will be able to:

- Understand the roles and responsibilities of administrative and reception professionals.
- Demonstrate professional behaviour and customer service at the front desk.
- Communicate effectively through verbal, written, and email correspondence.
- Manage incoming calls, visitors, meetings, and office documentation efficiently.
- Apply best practices in business email writing and email management.
- Utilise Microsoft Excel to organise, analyse, and present business data.
- Improve productivity through effective time management and office organisation.
- Handle administrative tasks confidently while maintaining professionalism and confidentiality.

Target Audience

This course is designed for:

- Administrative Assistants
- Receptionists
- Office Assistants
- Front Desk Officers
- Executive Secretaries
- Personal Assistants

- Office Coordinators
- Customer Service Representatives
- New administrative professionals seeking to strengthen their workplace skills
- Anyone responsible for office administration and daily business operations

Course Outline

Day 1

Foundations of Administrative Excellence

- The role of the modern administrative professional
- Professional workplace ethics and conduct
- Office organisation and administrative responsibilities
- Time management and prioritisation techniques
- Managing office records and documentation
- Confidentiality and information security
- Developing a professional workplace image

Day 2

Reception and Front Office Management

- Roles and responsibilities of a professional receptionist
- Delivering exceptional customer service
- Greeting and assisting visitors professionally
- Telephone etiquette and call handling
- Managing appointments and meeting schedules
- Handling difficult customers and challenging situations
- Professional communication with internal and external stakeholders

Day 3

Business Communication and Email Management

- Principles of effective business communication
- Professional verbal communication skills
- Business writing fundamentals
- Writing clear and professional emails
- Email etiquette and communication standards
- Organising and managing email inboxes
- Handling inquiries, complaints, and follow-up correspondence
- Practical email writing exercises

Day 4

Microsoft Excel for Administrative Professionals

- Introduction to Microsoft Excel
- Understanding workbooks, worksheets, rows, and columns
- Data entry and formatting techniques
- Using formulas and basic functions
- Sorting and filtering data
- Creating tables and managing office records
- Basic charts and data visualisation

- Printing, page setup, and workbook management
- Practical office-based Excel exercises

Day 5

Office Productivity and Integrated Administrative Skills

- Integrating administrative, communication, and Excel skills
- Managing meetings and preparing meeting documentation
- Creating professional reports and administrative documents
- Problem-solving and decision-making in administrative roles
- Increasing workplace productivity through digital tools
- Best practices for administrative excellence
- Practical case studies and role-play exercises
- Course review, assessment, and action planning for continuous professional development

Ask us for a date for this course

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