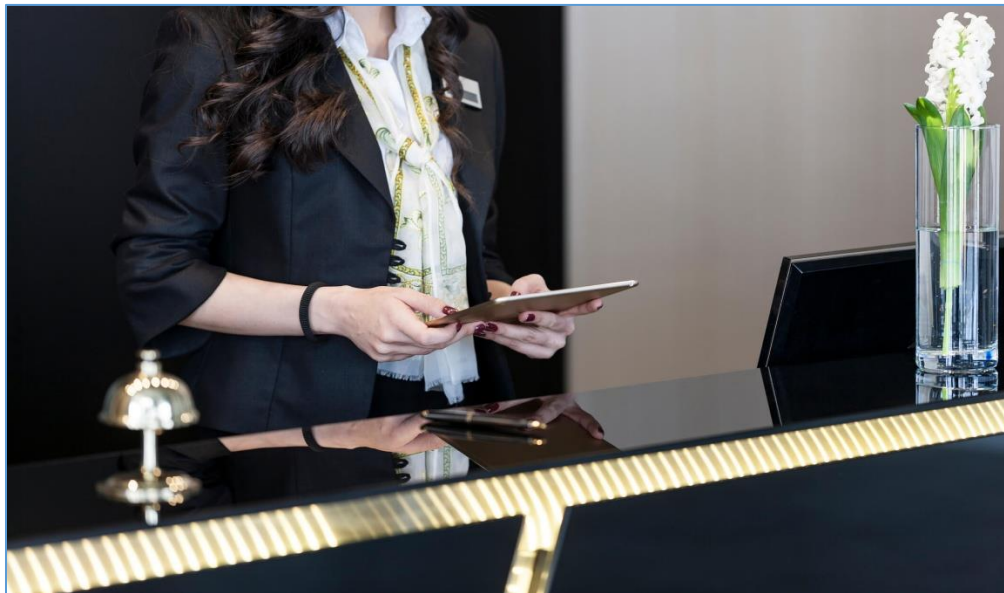




SS250: Etiquette & Hospitality for Office Assistants

Training Description:

The Etiquette & Hospitality for Office Assistants course is a five-day comprehensive training course designed to equip office assistants and administrative professionals with the skills and knowledge required to provide exceptional workplace hospitality, professional conduct and effective communication. In today's professional environment, the ability to create a positive impression, manage interactions smoothly and support executives with polished etiquette is essential for organizational success.

This intensive training course blends practical exercises, role-playing and case studies to develop interpersonal skills, office protocol awareness and customer-focused service. Participants will learn how to handle visitors, manage internal and external communications, organize meetings and maintain professionalism in all workplace interactions. The training course emphasizes confidence, attention to detail, and proactive service to enhance organizational reputation and efficiency.

By the end of the training course, participants will be able to apply modern office etiquette, provide exceptional hospitality to colleagues and clients, manage professional interactions with ease and contribute positively to organizational culture. The course enhances communication skills, professionalism and service excellence in administrative roles.

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Demonstrate professional behavior and workplace etiquette in all interactions
- ✓ Provide excellent hospitality to visitors, clients and colleagues
- ✓ Manage office communications, calls and emails with clarity and professionalism
- ✓ Organize meetings, appointments and office events effectively
- ✓ Handle challenging situations with diplomacy and tact
- ✓ Understand corporate dress codes and professional appearance standards
- ✓ Apply interpersonal skills to enhance collaboration and workplace relationships
- ✓ Foster a positive organizational image through service excellence
- ✓ Maintain discretion, confidentiality, and ethical behavior in administrative roles

Training Designed for:

This training course is intended for office assistants, administrative officers, executive assistants, front desk staff, and support personnel responsible for facilitating professional office operations. It is also suitable for receptionists, customer service staff, and anyone in administrative roles who interacts with clients, visitors, and colleagues. Organizations aiming to enhance workplace professionalism, hospitality and service standards will benefit from enrolling staff in this course.

Training Requirement:

"Hands on practical sessions, equipment and software will be applied during the course if required and as per the client's request."

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

PROFESSIONALISM AND OFFICE ETIQUETTE

❖ Foundations of Workplace Conduct

- Understanding professional behavior in the office
- Importance of etiquette in creating positive impressions
- Communication fundamentals: verbal and non-verbal
- Office protocol and organizational expectations
- Workshop: Practicing professional greetings and introductions

EFFECTIVE COMMUNICATION SKILLS

❖ Handling Internal and External Interactions

- Telephone and email etiquette
- Managing difficult conversations and inquiries
- Active listening and interpersonal skills
- Written communication standards and clarity
- Case Study: Handling customer and client interactions professionally

HOSPITALITY AND CLIENT SERVICE

❖ Creating a Welcoming Environment

- Welcoming and assisting visitors
- Scheduling and managing appointments efficiently
- Organizing office events and meetings with professionalism
- Handling refreshments, office tours, and visitor needs
- Workshop: Simulated reception and client handling scenarios

WORKPLACE ORGANIZATION AND TIME MANAGEMENT

❖ Efficiency and Attention to Detail

- Prioritizing tasks and managing multiple responsibilities
- Maintaining an organized workspace
- Meeting preparation and document handling
- Supporting executives and teams effectively
- Case Study: Coordinating a high-profile meeting or office event

MAINTAINING PROFESSIONAL IMAGE AND ETHICS

❖ Sustaining Excellence in Office Assistance

- Corporate dress codes and professional appearance
- Confidentiality, discretion, and ethical behavior
- Building positive relationships with colleagues and clients
- Continuous improvement and self-development in administrative roles
- Workshop: Developing a personal professional improvement plan
- Course review and final assessment

❖ Course Conclusion

❖ POST-ASSESSMENT and EVALUATION

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

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