



London TDM

# Administration and Office Management Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 23 November 2025 To 27 November 2025

**Course Place:** Royale Chulan Hotel

**Course Fees:** 6,000 USD

## Introduction

This 5-day course on "Reception and Front Desk Management" is designed to equip participants with the essential skills and knowledge needed to efficiently manage front desk operations in various business environments. Participants will learn about customer service excellence, communication skills, technological tools, and organizational strategies necessary for optimizing front desk functions.

## Objectives

- Develop professional communication and interpersonal skills.
- Enhance customer service practices to improve client satisfaction.
- Master the use of technology in front desk operations.
- Implement effective organizational and time management strategies.
- Handle challenging situations and guest complaints professionally.

## Course Outlines

### Day 1: Fundamentals of Front Desk Management

- Introduction to the role and responsibilities of front desk staff.
- Understanding the importance of first impressions.
- Basic etiquette and professionalism in a front desk environment.
- Overview of common front desk procedures and protocols.
- Identifying essential skills for successful front desk management.

### Day 2: Communication and Customer Service Skills

- Developing effective verbal and non-verbal communication techniques.
- Active listening and empathy in customer service.
- Strategies for greeting and assisting guests.
- Managing multiple tasks without compromising customer service quality.
- Polishing telephone etiquette and email correspondence.

### Day 3: Technology in Front Desk Operations

- Introduction to front desk software and tools.
- Utilizing scheduling and reservation systems effectively.
- Data entry and maintaining accurate records.
- Managing digital communications and customer information securely.
- Using technology to enhance guest experiences.

### Day 4: Organization and Time Management

- Importance of organization in front desk management.
- Prioritizing tasks for efficient workflow.
- Creating and maintaining an effective filing system.
- Time management strategies to enhance productivity.
- Efficiently managing appointments and schedules.

## **Day 5: Handling Difficult Situations**

- Identifying and analyzing common front desk challenges.
- Strategies for resolving conflicts and customer complaints.
- Maintaining professionalism under pressure.
- Dealing with difficult guests and situations calmly.
- Developing a personal action plan to improve resilience.