



The Central Chamber of PIFSA

Presents

Telephone Technique and Front Office Skills

COURSE OBJECTIVES:

First impressions are lasting and customers can be won or lost during their encounters with your business. Realise the value of an efficient and motivated receptionist and ensure that customers and other business contacts receive a good first impression. Skill your staff for this position.

DURATION:

Starting Date: 13 May 2010
Duration: 1 day
Time: 08:30 – 16:30

COURSE CONTENTS:

- Customer Service
- The Reception Area
- Handling Appointments
- Messages
- Telephone Technique
- Grooming and Appearance
- Communication Skills
- Greetings
- Dealing with Complaints
- Security and the Reception Area

COST PER DELEGATE INCL VAT:

PIFSA Member	Non-Member
R1 425.00	R2 850.00

A minimum of 10-15 delegates required

The cost includes a Light lunch, tea & coffee and Course notes

VENUE:

The Braids, Unit D, Ground Floor, 113-115 Bowling Avenue, Gallo Manor

ENROLMENT:

For any further information please contact Renell van Rooyen at the Central Chamber office on 011 287 1167 or renelvr@pifsa.org. For enrolment please complete the Enrolment form and fax it to Renell on 086 508 1350 or 011 287 1178.



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COURSE ENROLMENT FORM

Course Name _____
 Course Commencement Date _____

COMPANY DETAILS

Company Name _____
 Contact Person _____
 Company VAT Reg. No _____
 Company Order No _____
 Telephone No _____ Fax No _____
 Postal Address _____

 _____ Postal Code _____
 Email Address: _____

DELEGATES DETAILS (Please attach a copy of each delegate ID)

Surname	Initials	ID Number													

PAYMENT DETAILS (Please fax proof of payment to 086 508 1350 OR 011 287 1178)

Please select relevant block: PIFSA Member Non-Member

For Office Use Only: Member R _____ Non-Member R _____

Payment will be made by: Cheque (No: _____) EFT/direct deposit

TERMS AND CONDITIONS

I, _____ being the delegate / employer of the afore-mentioned learner(s) take full responsibility for the payment of any tuition fees, which accrue, from any training rendered to the above learner(s).

 Signature of Employer

 Company Stamp (If applicable)