



### **Workshop on Reception and Front desk Management**

April 14 – 18, 2025, 1<sup>st</sup> Run: Lagos & Abuja

October 6 – 10, 2025, 2<sup>nd</sup> Run: Lagos & Port Harcourt

**For Tutor -Led Class:** 9am – 4:30pm

**Workshop fee:** N300, 000 per Participant

**For online:** Delivery via Zoom

**Online course fee:** N250, 000 per Participant

**Available for In-plant Training**

**700 U\$D for foreign  
Participants**

#### **Program overview:**

This course is designed to provide participants with the essential skills and knowledge required for effective reception and front desk management. Whether you are new to the role or seeking to enhance your existing skills, this course aims to equip you with the tools and techniques necessary to excel in this vital area of business operations.

Receptionists and Administrative assistants are invaluable members of the office team. They are charged with overseeing and coordinating the day-to-day operations of a business. Thanks to the advent of communication technology, the skills these assistants require have become diversified, and the ability to multitask and juggle several different instructions at once have become essential. Other qualities needed by these members include excellent communication skills, a polished appearance, and good interpersonal instincts. This course tackles all these behavioral skills while focusing on areas related to the use of technology to get things done effectively and successfully.

By the end of this course, participants will have developed a strong foundation in reception and front desk management, enabling them to contribute effectively to organizational success through their professionalism, communication skills, and customer service excellence.

#### **For whom:**

This course is designed for individuals aspiring to work in reception and front desk roles, and professionals currently in these roles seeking to refine their skills and advance their careers.

#### **Learning objectives:**

At the end of the course, participants will be able to:

- gain insights into the responsibilities and expectations associated with reception and front desk management.
- develop effective verbal and non-verbal communication techniques to interact confidently with clients, customers, and colleagues.
- learn strategies for providing exceptional customer service and handling various types of inquiries and requests professionally.
- acquire organizational techniques to manage multiple tasks efficiently, including scheduling appointments, handling correspondence, and maintaining records.
- develop critical thinking skills to handle unexpected situations and resolve issues promptly and effectively.
- familiarize yourself with the latest office technology and software used in front desk operations, including booking systems, phone systems, and email management tools.
- explain the importance of maintaining a professional demeanor, confidentiality, and cultural sensitivity in all interactions.

#### **Course Outline:**

##### **Day 1: Module 1: Introduction to Reception and Front Desk Management**

- Overview of the role and responsibilities
- Importance of front desk in organizational success
- Key skills and qualities required for effective reception management

##### **Module 2: Communication Skills**

Human Capital Associates Global Consult Ltd is Accredited by Nigeria Council for Management Development (NCMD)

Lagos: Human Capital Associates Global Consult Ltd: Acme House 2nd Floor, Ogba Industrial Scheme, Ogba, Ikeja – Lagos

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- Verbal communication techniques
- Non-verbal communication and body language
- Active listening skills
- Handling difficult conversations and situations

#### Day 2: Module 1: Customer Service Excellence

- Understanding customer needs and expectations
- Strategies for providing exceptional customer service
- Dealing with complaints and managing expectations
- Building rapport and relationships with clients and visitors

#### Module 2: Organizational Skills

- Time management techniques
- Task prioritization and scheduling
- Managing appointments and reservations
- Handling incoming and outgoing correspondence

#### Day 3: Module 1: Technology and Tools

- Overview of office technology and equipment
- Effective use of phone systems
- Introduction to booking and reservation systems
- Email etiquette and management

#### Module 2: Problem-Solving and Decision Making

- Identifying common issues at the front desk
- Developing problem-solving strategies
- Making effective decisions under pressure
- Case studies and practical scenarios

#### Day 4: Module 1: Professionalism and Etiquette

- Maintaining a professional image
- Cultural sensitivity and diversity awareness
- Confidentiality and data protection
- Workplace ethics and standards

#### Module 2: Role of Front Desk in Security and Safety

- Understanding security protocols and procedures
- Emergency response and evacuation plans
- Ensuring safety for visitors and staff

#### Day 5: Module 1: Career Development and Advancement

- Building a career path in reception and front desk management
- Continuing education and professional development opportunities
- Networking and advancing within the organization

#### Module 2: Practical Applications and Case Studies

- Role-playing exercises
- Simulations of typical front desk scenarios
- Application of learned skills in real-world situations

**Training Methodology:** Lectures, discussions, exercises, and case studies will be used to reinforce these teachings/learning methods.

#### LOCATIONS

1 - HCA Learning Centre. Acme House 2nd Floor, 23, Acme Road, Ogba, Industrial Scheme, Ikeja, Lagos, Nigeria

2 - Pearls Learning Hub, Plot 756, Opposite Divine Hand of God Ministry, Area 1, Garki, Abuja.

3 – Pakiri hotel Ltd., 4 Okwuruola Street, off Stadium Road, Rumuola, Port Harcourt, Rivers State.

**Open Course Fee: N300, 000**

In-plant Fee Negotiable

#### WORKSHOP FEE:

**N300, 000 per participant, VAT –N22, 500**

Note: this covers Workshop Fee, Tea/coffee break, Lunch, course materials and certificate of attendance.

Payment should be made into our Accounts:

Account Name: Human Capital Associates Global Consult Ltd.

Union Bank of Nig. PLC: Account No: 0097961537

First Bank of Nig. PLC: Account No: 2033683960

Keystone Bank Ltd.: Account No: 1007150325

**For Booking / Enquiry, Call: 234-8051365946, 234-7087578814**

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