COURSE BROCHURE

Front Office and Reception Skills

A practical course for reception staff that builds a professional first impression of the organization and sharpens visitor handling, calls and security at the front desk.

Code	HT-OFM-110
Category	Office Management & Executive Assistants
Duration	1 week
Level	Beginner

Introduction

Visitors form their view of an organization in the first few minutes at reception, before meeting anyone in charge. The receptionist is also the building's first line of protection and the link between inside and outside.

Objectives

- Create a professional first impression through appearance, desk layout and greeting
- Manage visitor entry, registration and escort according to organizational procedures
- Answer, transfer and take messages from calls courteously and accurately
- Stay security-aware at the building entrance and report suspicious situations
- Handle pressure and upset visitors without losing composure

Who should attend

- Receptionists in organizations and companies
- Front office and visitor service desk staff
- Switchboard operators
- Administrative staff who cover reception on a rotation

Skills you will develop

- Welcoming and first impressions
- Visitor management
- Telephone etiquette
- Entrance security awareness

Learning Outcomes

- Receive, register and hand over a visitor to their host following a written procedure
- Transfer a call and take a complete message without the caller repeating themselves
- Recognize signs of unauthorized entry and report them the right way
- Prepare a short standards card for reception work in the participant's building

Course Outline

Day 1: The First Impression

- The role of reception in the organization's image

- Professional appearance and arranging the desk and waiting area
- Greeting phrases, body language and tone of voice

Day 2: Managing Visitors

- Checking appointments, registering visitors and issuing badges
- Notifying hosts, escorting visitors and managing waiting time
- Walk-in visitors, VIP guests, contractors and delivery workers

Day 3: Telephone and Messages

- Answering calls professionally and introducing the organization
- Transfers, holds and handling several lines at once
- Taking complete messages and passing them on promptly

Day 4: Security Awareness at the Entrance

- Access control and preventing tailgating behind badge holders
- Suspicious behavior and packages, and reporting under organizational procedures
- Reception's role in emergencies and evacuation, and handling confidential information

Day 5: Difficult Moments and the Daily Rhythm

- Running a busy desk and ordering simultaneous tasks
- Handling an angry visitor or agitated caller calmly
- Applied project: a reception standards and procedures card for the participant's building

Training methodology

Simulated reception desk with simultaneous visitors and calls played by participants
Recording practice calls and playing them back to improve tone and wording
Awareness drill in which a simulated visitor tries to enter without authorization
Reviewing photos of different reception areas and judging the impression each gives

Certification

Participants receive a Harbor Training Center certificate of attendance on completing the course.

Upcoming dates

City	Dates	Language	Fee
Istanbul	11 – 15 January 2027	AR	EUR 4,800
Dubai	18 – 22 January 2027	EN	EUR 4,500
London	25 – 29 January 2027	AR	EUR 5,700
Amsterdam	1 – 5 February 2027	EN	EUR 5,500
Online	8 – 12 February 2027	AR	EUR 1,800
Istanbul	12 – 16 July 2027	EN	EUR 4,800
Dubai	19 – 23 July 2027	AR	EUR 4,500
London	26 – 30 July 2027	EN	EUR 5,700
Amsterdam	2 – 6 August 2027	AR	EUR 5,500
Online	9 – 13 August 2027	EN	EUR 1,800

Fees are per participant.

Contact us

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To register and for details, scan the code or visit:

https://harbor4training.com/en/courses/front-office-reception