

Three Month Professional Certificates

Secretarial Skills

For Whom:

Persons in the field of office assistance and secretarial services wanting to obtain formal qualification

Objectives:

To understand the roles and functions of secretarial duties.

To enhance knowledge and understanding of effective and professional customer service.

To learn appropriate office procedures including filing, receiving and dispatching correspondence, and telephone etiquette.

To understand the importance of accurately and effectively communicating with customers using appropriate techniques.

To understand the correct format for the production of business documents including letters, memoranda, manuscripts, reports and tables.

Course Content:

Office Procedures

Communication and Task Management

Computer Text Processing

