



*Training Course:
Certificate Course in Front Office Management*

*5 - 9 April 2027
Kigali (Rwanda)*

Training Course: Certificate Course in Front Office Management

Training Course code: OM234892 From: 5 - 9 April 2027 Venue: Kigali (Rwanda) - Training Course Fees: 6350 € Euro

Introduction

This program, designed by Global Horizon Training Center, provides a practical and structured approach to developing highly professional front office personnel.

The front office represents the organization's first point of contact with customers and plays a critical role in shaping customer experience and organizational reputation. As a customer-facing and revenue-impacting function, front office professionals must combine operational efficiency with excellent communication and service skills. This program equips participants with the competencies required to manage front office operations effectively while delivering consistent service excellence.

Program Objectives

By the end of this program, participants will be able to:

- Deliver high-quality customer service and represent the organization professionally
- Apply effective front office management practices
- Develop strong communication and interpersonal skills
- Manage front office operations and coordinate with back-office functions
- Handle customer interactions and problem-solving situations efficiently
- Perform administrative and clerical tasks effectively
- Understand front office roles across different industries
- Manage basic financial transactions at the front office
- Utilize technology to enhance front office performance

Target Audience

- Front Office Managers
- Receptionists
- Office Administrators and Assistants
- Customer Service Representatives
- Cashiers
- Sales Personnel
- General Managers

Training Program Outline

Day 1: Front Office Fundamentals and Office Management

- Introduction to front office operations
- Role of the front office in organizational success
- Integration with back-office and middle-office functions
- Modern office environment and expectations
- Key competencies of front office professionals

Day 2: Planning and Organizing Front Office Operations

- Work division and task allocation
- Scheduling and time management in front office
- Front office layout and workflow design
- Introduction to front office budgeting
- Ensuring smooth daily operations

Day 3: Customer Service and Communication Excellence

- Principles of customer service excellence
- Verbal, non-verbal, and written communication
- Handling customer inquiries and complaints
- Professional behavior and first impressions
- Building customer relationships and trust

Day 4: Administrative, Staffing, and Technology Skills

- Front office procedures and records management
- Delegation, supervision, and teamwork
- Staffing requirements and role responsibilities
- Use of technology in front office operations
- Applications: word processing, spreadsheets, and data handling

Day 5: Performance Management and Operational Efficiency

- Evaluating front office performance
- Work measurement and benchmarking
- Preparing daily operational reports
- Cost control and resource optimization
- Digital transformation in front office operations
- Final review and action planning

Registration form on the Training Course: Certificate Course in Front Office Management

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

Delegate Information

Full Name (Mr / Ms / Dr / Eng):
Position:
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Company Information

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Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng):
Position:
Telephone / Mobile:
Personal E-Mail:
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Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
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