



*Training Course:  
Administrative Assistant Specialist*

*15 - 19 March 2027  
Cape Town (South Africa)  
DoubleTree by Hilton Cape Town - Upper Eastside*

## Training Course: Administrative Assistant Specialist

Training Course code: OM234893 From: 15 - 19 March 2027 Venue: Cape Town (South Africa) - DoubleTree by Hilton Cape Town - Upper Eastside Training Course Fees: 6350 € Euro

### Introduction

This program, designed by Global Horizon Training Center, provides a focused and practical approach to developing highly efficient administrative assistants within a condensed 5-day format.

Administrative assistants are essential to organizational success, ensuring smooth coordination, effective communication, and efficient execution of daily operations. This program equips participants with the core administrative, technical, and interpersonal skills required to support executives, manage workflows, and enhance productivity across departments.

### Course Objectives

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

- Apply effective organizational and administrative skills
- Manage office communication calls, emails, correspondence professionally
- Coordinate meetings, schedules, and documentation efficiently
- Handle records and maintain confidentiality
- Use office technology and software effectively
- Understand basic financial and administrative processes
- Manage time, priorities, and multiple tasks efficiently
- Support executives and act as a communication bridge within the organization

### Target Audience

- Administrative Assistants
- Office Coordinators
- Secretaries and Receptionists
- Office Clerks and Support Staff
- Anyone seeking to enhance administrative skills

### Training Program Outline

Day 1: Role of the Administrative Assistant & Workplace Organization

- Understanding the role and responsibilities

- Supporting executives and departments
- Work planning and task prioritization
- Setting up an efficient workstation
- Introduction to administrative workflows
- Basic dictation and note-taking techniques

#### Day 2: Communication & Office Correspondence

- Professional telephone handling and etiquette
- Managing calls and messages effectively
- Email etiquette and business communication
- Handling incoming and outgoing mail
- Drafting business correspondence
- Internal communication and coordination

#### Day 3: Records, Documentation & Office Technology

- Filing systems and records management
- Documentation standards and confidentiality
- Managing physical and electronic records
- Introduction to office software Word, Excel, PowerPoint
- Using digital tools for productivity
- Internet and research skills

#### Day 4: Meetings, Finance Basics & Office Support Functions

- Organizing meetings and preparing agendas
- Taking minutes and follow-up actions
- Travel and event coordination
- Introduction to bookkeeping and financial basics
- Understanding financial documents and reports
- Supporting administrative and operational processes

#### Day 5: Time Management, Productivity & Professional Development

- Time management and prioritization techniques
- Managing multiple tasks and deadlines
- Problem-solving and decision-making skills
- Stress management and workplace efficiency
- Building professional relationships
- Personal development and action planning

## Registration form on the Training Course: Administrative Assistant Specialist

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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: .....  
Telephone / Mobile: .....  
Personal E-Mail: .....  
Official E-Mail: .....

### Company Information

Company Name: .....  
Address: .....  
City / Country: .....

### Person Responsible for Training and Development

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

### Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
- ☐ Please invoice me
- ☐ Please invoice my company

### Easy Ways To Register

Telephone:  
+201095004484 to  
provisionally reserve your  
place.

Fax your completed  
registration  
form to: +20233379764

E-mail to us :  
info@gh4t.com  
or training@gh4t.com

Complete & return the  
booking form with cheque  
to: Global Horizon  
3 Oudai street, Aldouki,  
Giza, Giza Governorate,  
Egypt.