



ADMINISTRATION AND SECRETARIAL | AS-015

Front Desk and Reception Excellence

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Course content

Why Attend

Reception staff create the first impression of an organisation for visitors and callers. Professional front desk service builds trust and supports security.

This Aractech course covers the receptionist's role, professional image, greeting visitors, telephone etiquette, handling enquiries and difficult visitors, visitor management and security, multitasking and customer service excellence. Participants practise front desk scenarios.

Course Methodology

- Role plays
- Practical exercises
- Case studies
- Feedback
- Group discussions

Course Objectives

- Create a professional first impression
- Greet and assist visitors effectively
- Apply telephone and email etiquette
- Handle enquiries and difficult situations
- Manage visitors and support security
- Organise front desk tasks efficiently

Target Audience

- Receptionists
- Front desk staff

Course content

- Administrative assistants
- Customer service staff

Course outline

Detailed course outline

Day-by-day outline for Front Desk and Reception Excellence.

Day 1 - Front Desk Role

- 09:00-09:45 | Importance of reception
- 09:45-10:30 | Professional image
- 10:30-11:00 | Responsibilities
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Responsibilities (continued)
- 11:45-12:30 | Service mindset
- 12:30-14:00 | Exercise: First impressions

Day 2 - Visitors

- 09:00-09:45 | Greeting visitors
- 09:45-10:30 | Visitor management
- 10:30-11:00 | Security procedures
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Security procedures (continued)
- 11:45-12:30 | Accessibility
- 12:30-14:00 | Role play: Visitor arrivals

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Day 3 - Telephone and Email

- 09:00-09:45 | Telephone etiquette
- 09:45-10:30 | Message taking
- 10:30-11:00 | Email responses
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Email responses (continued)
- 11:45-12:30 | Transfers
- 12:30-14:00 | Practice: Telephone calls

Day 4 - Difficult Situations

- 09:00-09:45 | Difficult visitors
- 09:45-10:30 | Complaints
- 10:30-11:00 | Emergencies
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Emergencies (continued)
- 11:45-12:30 | Staying calm
- 12:30-14:00 | Role play: Difficult visitor

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| Day 5 - Efficiency

- 09:00-09:54 | Multitasking
- 09:54-10:48 | Organisation
- 10:48-11:00 | Information management
- 11:00-11:30 | Coffee break
- 11:30-12:12 | Information management (continued)
- 12:12-13:06 | Continuous improvement
- 13:06-14:00 | Capstone: Front desk scenario assessment

Seminar dates

Available seminar dates

Live dates and pricing for Front Desk and Reception Excellence generated from the course details page.

Date	Location	Format	Fee
9 - 13 November 2026	London	Classroom	€2,315
14 - 18 December 2026	Istanbul	Classroom	€1,978
18 - 22 January 2027	Dubai	Classroom	€1,845
15 - 19 February 2027	Munich	Classroom	€3,225
15 - 19 March 2027	Rome	Classroom	€3,460
19 - 23 April 2027	Geneva	Classroom	€4,315
17 - 21 May 2027	Amsterdam	Classroom	€2,830
21 - 25 June 2027	London	Classroom	€2,315
19 - 23 July 2027	Istanbul	Classroom	€1,978
16 - 20 August 2027	Geneva	Classroom	€4,315

Seminar dates

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Date	Location	Format	Fee
20 - 24 September 2027	Munich	Classroom	€3,225
18 - 22 October 2027	Rome	Classroom	€3,460
15 - 19 November 2027	Geneva	Classroom	€4,315
20 - 24 December 2027	Amsterdam	Classroom	€2,830
9 - 13 November 2026	Online / Live	Online / Live	€1,815
14 - 18 December 2026	Online / Live	Online / Live	€1,815
18 - 22 January 2027	Online / Live	Online / Live	€1,815
15 - 19 February 2027	Online / Live	Online / Live	€1,815
15 - 19 March 2027	Online / Live	Online / Live	€1,815
19 - 23 April 2027	Online / Live	Online / Live	€1,815

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Date	Location	Format	Fee
17 - 21 May 2027	Online / Live	Online / Live	€1,815
21 - 25 June 2027	Online / Live	Online / Live	€1,815
19 - 23 July 2027	Online / Live	Online / Live	€1,815
16 - 20 August 2027	Online / Live	Online / Live	€1,815
20 - 24 September 2027	Online / Live	Online / Live	€1,815
18 - 22 October 2027	Online / Live	Online / Live	€1,815
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