

# Certified Receptionist

## MODULE 1

### ADMINISTRATION

Introduction

Tasks

Conference

Marketing

Home page

Telephone service

External and internal communication

Written communication

Letter

Mail

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## MODULE 2

### CUSTOMER SERVICE

Business Insight

Attitude

Adaptable

Reception

Satisfied customers

Customer's language

Dealing with unhappy customers

The Professional Role

The influence of the smile

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## MODULE 3

### COMMUNICATION

Basics of communication

Stereotypical views

Self-fulfilling prophecy

Attribution

Nonverbal communication

Listening

Mirroring

How do conflicts arise?

The impact of conflicts in the workplace

Conflict management

Role expectations

Psychological reactance

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## The goal of the education

The goal of the education is that the student, after completing the education, has acquired the knowledge required for qualified and independent work in the field.

## Eligibility requirements

No special eligibility requirements.

## Assessment criteria

After completing the education, with a passed result on all assignments and tests, the student receives a certificate. The main teacher for the education is the one who examines the student.

## Degree title

Certified Receptionist

## Extent of education

The studies are conducted at any study pace and include about 8 weeks of full-time studies.