

# Image of your company

■ The role of a front office executive in any organization is vital. They should be competent enough to handle internal & external customers.

■ While communication is a key element, a Front Office Executive should also know "what not to talk".

■ While your front office may be equipped with latest computer systems and other gadgets, it is always the "man behind the machine" who makes the impact.

■ In simple words, your Front Office Executive will project an image about your company. So how do you want the image should look like?

## Presenting a customized course on **"Being an Effective Front Office Executive"**



**Your Front Office Executive is the person who is going to make an impression about your office. Are they fully equipped to handle your customers?**

**"The most valuable of all talents... that of never using two words where one will do."**

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# GLOBALedge

Training Academy

Mission: To provide cost effective training on HR / MANAGEMENT / Information Technology domains.

❖ GLOBALedge TRAINING ACADEMY provides quite a number of services in different verticals. Call us to know more information.

# Fast Track - 3 to 7 days

Choose any combination of topics given below or all the topics.



**Training can be conducted in your location also.**

**Topics of your choice can also be included in this training.**



S.No	Topic
1	Introduction to Office Administration
2	Job descriptions, Roles & Responsibilities in an office
3	Various Types of Business Letters
4	Telephone Etiquettes
5	Different Types of Customers and how to handle them
6	Product Knowledge, Industry Knowledge and Domain Knowledge,
7	Introduction to MS WORD
8	Introduction to MS EXCEL
9	Introduction to MS POWERPOINT
10	Introduction to BANKING CONCEPTS - Different Types of accounts, challans, reconciliation works

S.No	Topic
11	Introduction to Internet Banking Concepts
12	Introduction to e-Filing of Taxes
13	Components of a Computer System
14	Introduction to Local Area Networks
15	Introduction to File Maintenance in a computer system
16	Introduction to Internet - what to do and what not to do
17	Introduction to E-commerce (Train Ticket booking, on-line banking, LIC payment via internet, VISA card payment via internet)
18	Communication Skills - Simple Introduction
19	Effective E-mail communication
20	How to remain energetic in office.

**"Trainers - by passion"**

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