

THE NELSON MANDELA AFRICAN INSTITUTION OF SCIENCE AND TECHNOLOGY



SHORT COURSE TRAINING ON EFFECTIVE CLIENT SERVICE AND OFFICE MANAGEMENT

DATE 29th August-1st September, 2022 , LOCATION NM-AIST- Tengeru Arusha
APPLICATION DEADLINE 26th August, 2022

Overview of the course

Organizational business performance depends on efficiency, productivity and excellence of work force. Human resource with relevant competencies, skills and attitude play a key role in realizing such excellence in organizational performance. The designed short course will enhance or equip trainees with the respective relevant competencies to foster organizational development.

At the end of the course, the participants will be able to:

- Acquire standard services provision skills to clients
- Demonstrate relevant behavioral and managerial competencies
- Communicate effectively in both physical and digital platforms
- Practice and develop work values and positive relationship
- Organize physical layout and online work space effectively
- Manage time effectively and develop self-mindfulness

Who should attend?

This short course training is suitable to Administrators, Administrative Assistants, Personal Assistants, Front Officers/Tellers, Supervisors/Team Leaders, Office Managers, Public Relations Officers and related field.

Participation Fee- 400,000 TSH. (The fee covers meals, certificate and facilitation only)

Mode of Payment.

Name of the Account, NM-AIST SEMINAR & CONFERENCE CRDB

FOR TSH Currency CRDB - 01J1047604201. FOR USA Dollar Currency. CRDB - 02J1047604200

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