

# Receptionist Diploma

Superior training to excel as  
a valued receptionist



## Make a great impression and get the job

As a receptionist, you'll act as the face of your company. You'll be the first person that clients and customers meet, so the impression you make will speak volumes about the way your company does business. Our Receptionist Diploma is designed to equip you with all the essential skills you'll need to be an integral member of any company in this crucial role. You'll learn great administration skills, excellent IT and keyboard skills and how to conduct yourself as a professional receptionist. In fact, with your completed diploma, you'll be able to effortlessly manage the most demanding tasks – making you a highly valued member of any business.

### All the skills you need to be a professional receptionist

A receptionist in today's thriving business world is so much more than someone who answers the telephone. You'll be at the frontline of communications; ensuring information is provided in the right manner, as well as dealing with enquiries and requests from clients and colleagues even when you're busy with a range of tasks. The Receptionist Diploma will teach you superior keyboard skills, how to produce business documentation, great IT skills and how to speak the language of business. And to complement your diploma, you'll also have the option to choose one elective subject, including keyboard speed development, good telephone techniques and audio transcription to name but a few.

### What will you get in return?

A Pitman Training Diploma is one of the most prestigious courses you can complete from one of the most highly regarded training organisations across the world. Businesses throughout the UK recognise the Pitman Training name as a sign that you have been trained to the very highest level. So with your Receptionist Diploma, you'll have world-class skills to get a job as a highly valued, well paid receptionist.



"Whilst doing my diploma, I was offered the chance to work for a legal firm. The training advisors were very helpful in revamping my CV and covering letter to secure an interview with the firm. They also arranged mock interviews, which helped me gain confidence. A week later, I got the job!"

**Chloe,**  
Office Assistant and Receptionist



Get the Pitman Advantage™

## Core Courses

### Typing or Typing Speed Development

We offer a full range of typing courses whether you're a beginner or need to reach top speeds with maximum accuracy.

### Effective Business Communication

This excellent course will raise your game when it comes to business communication skills. Effective communication skills are top of the list of qualities demanded by employers, it's an essential skill to master. Split into eight lessons, your business communication training begins with examining English language skills before looking at the use of the appropriate tone.

### or Business Document Production

Text processing, whether it's part of secretarial training or another discipline, is an integral part of business document production - an important aspect of communication skills training. This course consists of four simple but comprehensive lessons ensuring you cover every aspect of the speciality.

\* Seminars are subject to availability at your local Pitman Training Centre.

## Elective Courses\*\* (choose one)

### Typing Speed Development

### Microsoft Excel

### Telephone Techniques Seminar\*

### Microsoft Word

Learn word processing skills to a good business standard. This will enable you to create professional looking documents, produce tables, insert pictures and much more.

### or Microsoft Word Expert

Learn advanced word processing skills including mail merge, creating graphs, creating and running macros, creating an index, table of contents and more.

### Microsoft Outlook

Learn how to share, manage and schedule information electronically. Covers the use of email, electronic calendar, scheduling meetings and appointments; creating and assigning tasks and creating address lists.

### Professional Receptionist Seminar\*

A one-day seminar which will give the individual an understanding of the importance of the receptionist's role and how to project the best image for their company.

### Audio Transcription

### Microsoft PowerPoint

### SpeedWriting

## Other courses you may be interested in

If you'd like to work as a secretary, PA, executive assistant or admin assistant, please speak to your Pitman Training Course Advisor who will be able to recommend a choice of diploma.

### Get the Pitman Advantage™

This prestigious Pitman Training Diploma is highly regarded by employers throughout the UK and signifies that you have been trained to the highest level. With your Receptionist Diploma you'll be able to demonstrate that you have the essential work-ready skills needed and have been trained by the very best.

- Flexible training you can fit around work and family commitments
- Support whenever you need it from our friendly course advisors
- The widely respected Pitman Training name on your CV
- The skills in demand by employers
- Confidence that you're one step closer to your dream job, promotion or new career



To discuss your current skills and aspirations for the future, please speak to one of our friendly advisors.

They can also provide complete details on the full range of Diplomas and Courses in this area.



Get the Pitman Advantage™



## Guideline Learning Time

106 hours flexi study or 4 weeks full-time  
(Full-time is based on approx 20-30 hours a week)