



ADVANCED DIPLOMA IN RECEPTION & FRONT OFFICE SERVICES

The Customer Service Industry is an integral part in any Commerce or Business enterprise. Reception & Front Office Services (RFOS) is the first contact with which businesses retain, increase their business & services & manage their operations. RFOS course is designed to master health, safety & secure environment, resources management in the front office areas & supervise cash handling.

With an Advanced Diploma in Reception and Front Office Services, the graduate will be able to:

- Qualify as a receptionist in a supervisory role
- Supervise customer service & lead teams
- Resource management of front office areas
- Supervise cash handling operations industry

Career Opportunities in this field include: Front Office Supervisor in Hospitality or any business, Customer Service Supervisor, Team Leader, Cashier, Relationship Supervisor in the Banking Industry to name a few.

Certificate (1 year)

- Safety at Work
- Customer Service in Hospitality and Catering Industry
- Introduction to Equipment used in Reception
- Provide Information to Guests

Diploma (1 year)

- Reception Office Skills
- Customer Service Skills in Accommodation Services
- Promote Products and Services to Guests
- Safety at Work

- Store and Handle Guests Property
- Introduction to the Hospitality and Catering Industry
- Reception Service Principles
- Reception Services Principles II
- Book Accommodation for Guests
- Handling Cash & Guests Accounts
- Arrival and Departure Services

Advanced Diploma (1 year)

- Maintain A Healthy Safe & Secure Working Environment
- Supervise Customer Service
- Supervise Staff Training
- Supervise Front Office Operations
- Supervise Cash Handling Operations
- Principles of Supervising and Leading Teams
- Reception and Front Office Services Principles
- Resource Management in Front Office Areas

Accreditation

The NEC programme on Reception & Front Office Services (RFOS) is registered by Human Resources Development Council (HRDC) Botswana & accredited by City & Guilds U.K (RFOS) is also registered & accredited with Botswana Qualification Authority (BQA). City & Guilds programmes are accredited by U.K bodies such as the Qualification Curriculum Authority (QCA).

Graduates holding Advanced Diploma in Reception & Front Office Services have the option to enter universities in the U.K & other countries for further studies.

About New Era College

NEC sprawled over 79812 sq. meters has a state of the art campus with facilities to develop an all rounded graduate. Excellent academic & administrative staff members, NEC has a practical approach for the overall development of the student. NEC also has a library & sporting facilities amongst others. Please log on to www.neweracollege.ac.bw for more information.

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