



Consulting and Training | Reach New Heights

Course Name

Reception & Front Desk Professional Skills

Sector Name

Administration and Office Efficiency

Document Type

Generated by Boostlab

[Click Here To Visit Course](#)

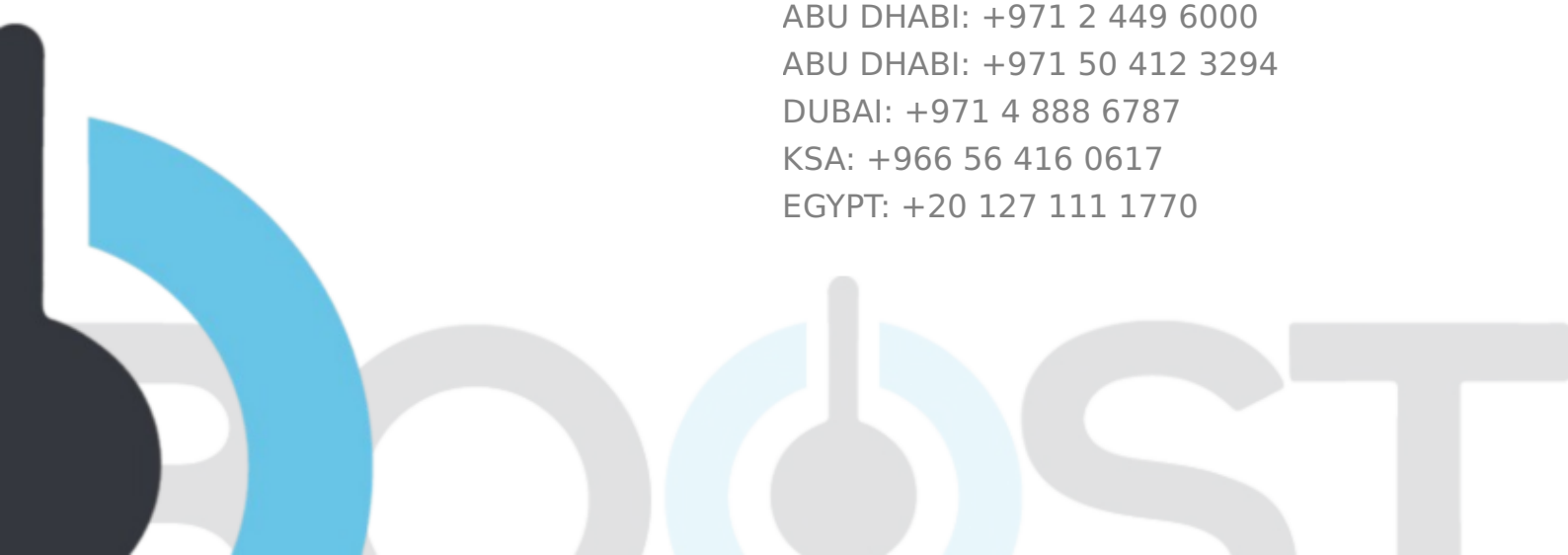
ABU DHABI: +971 2 449 6000

ABU DHABI: +971 50 412 3294

DUBAI: +971 4 888 6787

KSA: +966 56 416 0617

EGYPT: +20 127 111 1770

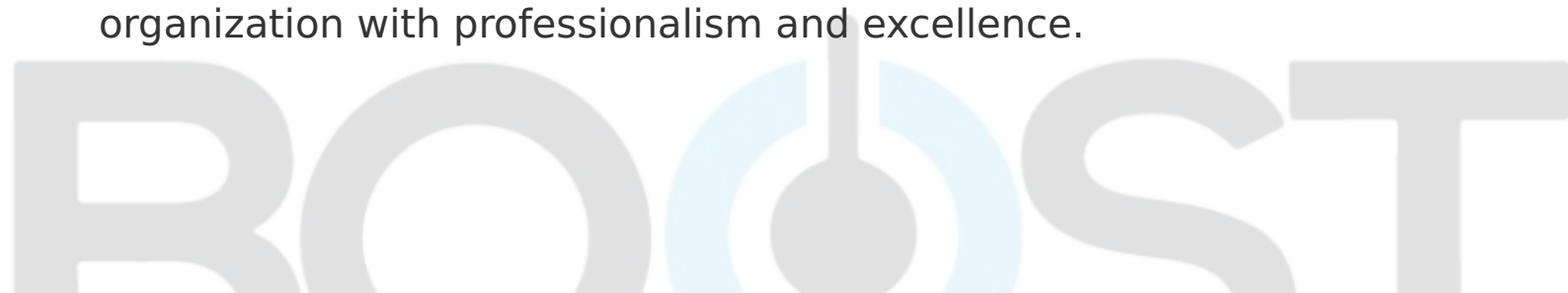


Reception & Front Desk Professional Skills

Course Introduction

The reception and front desk function serves as the organization's first point of contact, shaping visitors' perceptions and creating lasting impressions that reflect the organization's professionalism, culture, and commitment to service excellence. Today's reception professionals are expected to do far more than greet visitors—they coordinate communications, manage front office operations, support executives, handle sensitive situations, and ensure that every visitor receives seamless professional experience. Excellence at the front desk requires exceptional communication skills, operational organization, problem-solving abilities, and a customer-focused mindset.

Designed by **Boost Consulting & Training**, this comprehensive program equips participants with the practical skills, professional behaviors, and international best practices required to perform confidently and professionally in reception and front desk roles. Participants will learn how to create positive first impressions, manage visitor experiences, coordinate front office activities, handle challenging situations with confidence, and represent their organization with professionalism and excellence.



ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To Visit Course](#)

BOOST

Reception & Front Desk Professional Skills

Target Audience

- ✓ Receptionists
- ✓ Front Desk Officers
- ✓ Administrative Assistants
- ✓ Office Coordinators
- ✓ Customer Reception Staff
- ✓ Employees responsible for visitor management and front office operations

ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To Visit Course](#)



Reception & Front Desk Professional Skills

Learning Objectives

- ✓ Project a professional image that reflects organizational values.
- ✓ Deliver exceptional visitors and front desk experiences.
- ✓ Manage front office operations efficiently and professionally.
- ✓ Communicate confidently with visitors, clients, and internal stakeholders.
- ✓ Handle challenging situations, complaints, and unexpected events effectively.
- ✓ Strengthen the organization's image through professional front desk practices.

ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To Visit Course](#)



Reception & Front Desk Professional Skills

Course Outline

✓ Day 01

Creating Outstanding First Impressions

Professional Presence

- ✓ The role of the front desk in organizational success
- ✓ Professional appearance, etiquette, and body language
- ✓ Representing organizational values through behavior

Welcoming Visitors

- ✓ Greeting visitors professionally
- ✓ Managing different visitor types and expectations
- ✓ Creating a positive arrival experience

ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To visit Course](#)



Reception & Front Desk Professional Skills

Course Outline

✓ Day 02

Managing the Front Desk Environment

Front Desk Operations

- ✓ Managing visitor registration and access procedures
- ✓ Telephone and email handling best practices
- ✓ Appointment scheduling and reception coordination

Information & Communication Management

- ✓ Providing accurate information and directions
- ✓ Coordinating with internal departments
- ✓ Managing confidential information professionally

ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To vist Course](#)



Reception & Front Desk Professional Skills

Course Outline

✓ Day 03

Delivering a Seamless Visitor Experience

Visitor Journey Management

- ✓ Coordinating meetings and guest arrivals
- ✓ Supporting VIP visitors and executive guests
- ✓ Managing waiting areas and visitor comfort

Professional Communication Skills

- ✓ Verbal and non-verbal communication
- ✓ Cross-cultural communication with diverse visitors
- ✓ Building confidence in face-to-face interactions

ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To visit Course](#)



Reception & Front Desk Professional Skills

Course Outline

✓ Day 04

Managing Challenging Front Desk Situations

Handling Difficult Interactions

- ✓ Managing complaints professionally
- ✓ Dealing with upset or demanding visitors
- ✓ Resolving unexpected situations calmly

Staying Organized Under Pressure

- ✓ Managing multiple priorities
- ✓ Time management at the reception desk
- ✓ Maintaining service quality during busy periods

ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To visit Course](#)



Reception & Front Desk Professional Skills

Course Outline

✓ Day 05

Becoming a Front Office Ambassador

Strengthening Professional Excellence

- ✓ Personal accountability and service ownership
- ✓ Continuous improvement in front desk performance
- ✓ Building long-term professional credibility

The Future Front Desk

- ✓ Digital reception systems and visitor management technologies
- ✓ AI-powered visitor services and self-service solutions
- ✓ Developing a personal action plan for front desk excellence

ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To vist Course](#)



Reception & Front Desk Professional Skills

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Oct. 26, 2026	Oct. 30, 2026	5 days	4250.00 \$	UAE , Abu Dhabi

ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To vist Course](#)

info@boostuae.com info@boostorg.com

Generated by BoostLab •

