



THE UNITED REPUBLIC OF TANZANIA

INSTITUTE OF ACCOUNTANCY ARUSHA



SHORT COURSE ANNOUNCEMENT ON

OFFICE ADMINISTRATION SKILLS FOR SECRETARIES AND FRONT DESK OFFICERS

(22nd – 27th April 2019 - IAA Arusha Campus, Arusha)

1.0 COURSE BACKGROUND

The provision of consistent and effective service is essential to the reputation and growth of any Organization or Business. It enables service industry to provide and raise awareness of services in their Organization/business and assist them in providing outstanding service to their customers. A reputation from excellent Secretaries and Telephone Operators will help organizations to cope with the current changes and attracts, retain the clients by differentiating them from their competitors. This course aims at developing an in-depth appreciation of Secretaries and Telephone operators, finally it provides a venue to examine their professional needs. It also equips the participants with techniques to effectively handle difficult situations at the office and from different customers, E-office and improve communication electronically and manual.

2.0 COURSE CONTENTS

The course will cover the following:

- (i) Course overview and Organization Structure and culture
- (ii) Office Administration Skills
- (iii) Etiquettes for telephone Operators and Secretaries
- (iv) E-Office (Words, e-communication, excel)
- (v) Customer care
- (vi) Confidentiality
- (vii) Communication Skills
- (viii) Boss and Subordinate relationship
- (ix) Management of documents
- (x) Office Planning and Layout
- (xi) Report writing

3.0 TARGETED GROUP

This course is designed to enhance the skills of the following groups of people; Customer Service Officers, Front Desk Officers, Personal Secretaries/Assistants, Registry clerk and other professionals with similar functions.

4.0 METHODOLOGY

The course will be conducted through lectures, discussions and case studies analysis and group assignment and presentation. Participants will be offered an opportunity to refocus and refresh.

5.0 FEES & MODE OF PAYMENT:

The fee for the course is **TZS 1,000,000/=** (say **One Million only**) to cover for training material, tea/coffee and lunch. Participants will have to arrange for their own travel, accommodation and upkeep while attending the course in Arusha. Payment may be in cash, cheques or TISS paid directly to our **Bank Account No. 014103007130 in the name of Institute of Accountancy Arusha, NBC, Arusha Branch. Early registration is highly encouraged and appreciated.**

8.0 DATE, DURATION AND VENUE:

This course will be conducted from **22nd – 27^h April, 2019 (6 working days)** at the Institute of Accountancy Arusha, located at Njiro Hill-Arusha.

9.0 CONTACT PERSONS

For more details please don't hesitate to contact any of the following:

Course Director

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Course Administrator

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NB: *Early confirmation is highly appreciated.*

APPLY TO:

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