



Certified Front Office Executive VS-1216

Vskills Certifications

Vskills Brochure



Skills for a secure future

Certified Front Office Executive

Certification Code VS-1216

Vskills certification for Front Desk Executive assesses the candidate for basic proficiency in professional English, requisite written, oral and non verbal communication skills and professional aptitude required by the industry in front desk executives. It also evaluates the students on awareness of various roles and responsibilities of a front desk executive and the candidate's ability to become effective from the first day itself.

Why should one take this certification?

This Course is intended for professionals and graduates wanting to excel in their chosen areas. It is also well suited for those who are already working and would like to take certification for further career progression.

Earning Vskills Front Office Executive Certification can help candidate differentiate in today's competitive job market, broaden their employment opportunities by displaying their advanced skills, and result in higher earning potential.

Who will benefit from taking this certification?

Job seekers looking to find employment as a Front Office Executive or Front Desk Operator or Receptionist in IT, Finance, Real Estate, BPO, Manufacturing, Hospitality, Health Services industries among others. Students desirous of improving their skill set and strengthen their CVs as well as those already working but looking for better opportunities can prove their superior skills through this certification to the prospective employers.

Test Details

- **Duration:** 60 minutes
- **No. of questions:** 50
- **Maximum marks:** 50, Passing marks: 25 (50%)

There is no negative marking in this module.

Fee Structure

Rs. 3,499/- (Excludes taxes)*

*Fees may change without prior notice, please refer <http://www.vskills.in> for updated fees

Companies that hire Vskills Front Office Executive

Every company requires Front Desk Executives. In particular, great opportunities exist in IT, Real Estate, Hospitality, Entertainment, Retail, Health Services and Education industries. Various public and private companies also need front office executives for their premises. Service industries, Sales and Marketing offices and new enterprises also offer exciting opportunities.

Table of Contents

1. Job and Responsibilities

- 1.1 Role of a Receptionist
- 1.2 Key Skills

2. Functional Grammar and Usage

- 2.1 Usage of Capitals
- 2.2 Using Nouns
 - ✓ Common Nouns
 - ✓ Proper Nouns
 - ✓ Singular and Plural Nouns
 - ✓ Collective nouns
 - ✓ Masculine and feminine nouns
 - ✓ Common and Neuter genders
- 2.3 Using Pronouns
- 2.4 Using Adjectives
 - ✓ Adjective Notes
 - ✓ Types of Adjectives
 - ✓ Degrees and Comparisons of Adjectives
- 2.5 Using the Articles
- 2.6 Using Verbs and Tenses
 - ✓ Simple Present Tense
 - ✓ Is, am Are
 - ✓ The Present Continuous Tense
 - ✓ Usage of Has/Have
 - ✓ The Present Perfect Tense
 - ✓ The Simple Past Tense
 - ✓ Regular and Irregular Verbs
 - ✓ Was and Were
 - ✓ Past Continuous Tense
 - ✓ The Future Tense
 - ✓ Can and Could
 - ✓ May and Might
 - ✓ Do, Does and Did
 - ✓ Would and Should
 - ✓ Subject-Verb Agreement
 - ✓ Adverbs
 - ✓ Prepositions
 - ✓ Conjunctions

3. Customer Service Practice

3.1 Key Challenge

3.2 Customer Service in Action

- ✓ Understand Your Customer
- ✓ Understand Quality
- ✓ Acknowledge deviations from customer expectations.
- ✓ Strengthen customer loyalty
- ✓ Key questions

4. Presentation and Communication Skills

4.1 Personal Presentation

- ✓ Be Yourself, Be at Ease
- ✓ Individuality and Personal Style
- ✓ A Winning Smile
- ✓ Body Language
- ✓ Be Positive
- ✓ Be Courteous and Attentive

4.2 Telephonic Communication

- ✓ Speak Clearly
- ✓ Voice Tone
- ✓ Avoid Eating while on phone
- ✓ Choice of Language
- ✓ Addressing the Caller
- ✓ Listen and Understand
- ✓ Be patient and helpful
- ✓ Putting the caller on hold
- ✓ Focus on the call
- ✓ Making an Outgoing Call

4.3 Email Communication

- ✓ Write an explanatory subject line
- ✓ Include a call to action
- ✓ Don't assume things
- ✓ Reply the emails the same day
- ✓ Avoid unnecessary words

4.4 Listening Skills

- ✓ No Distractions
- ✓ Non verbal cues
- ✓ Avoid interrupting
- ✓ Avoid Emotional Responses
- ✓ Observe Body Language
- ✓ Assertive but not aggressive

5. Time Management

5.1 Use Lists

5.2 Beware of time wasters

5.3 Optimize your work environment

5.4 Take stock at the end of the day

Sample Questions

1. Identify proper noun in the following sentence

January is the coldest month.

- A. coldest
- B. January
- C. month
- D. None of the above

2. Identify proper noun in the following sentence

One day Santa went to meet his friend.

- A. friend
- B. Santa
- C. went
- D. None of the above

3. Which of the following is not an negativity?

- A. Argument
- B. Blame
- C. Encouragement
- D. None of the above

4. What does gossiping in office results in?

- A. Neactivities
- B. Fit into a group
- C. Prove your knowledge
- D. None of the above

5. Fill in blank with a suitable masculine or feminine noun

The host and the _____ served great food.

- A. Hostess
- B. Hostey
- C. Hosty
- D. None of the above

Answers: 1 (B), 2 (B), 3 (C), 4 (A), 5 (A)

Certifications

➤ Accounting, Banking and Finance

- Certified AML-KYC Compliance Officer
- Certified Business Accountant
- Certified Commercial Banker
- Certified Foreign Exchange Professional
- Certified GAAP Accounting Standards Professional
- Certified Financial Risk Management Professional
- Certified Merger and Acquisition Analyst
- Certified Tally 9.0 Professional
- Certified Treasury Market Professional
- Certified Wealth Manager

➤ Big Data

- Certified Hadoop and Mapreduce Professional

➤ Cloud Computing

- Certified Cloud Computing Professional

➤ Design

- Certified Interior Designer

➤ Digital Media

- Certified Social Media Marketing Professional
- Certified Inbound Marketing Professional
- Certified Digital Marketing Master

➤ Foreign Trade

- Certified Export Import (Foreign Trade) Professional

➤ Health, Nutrition and Well Being

- Certified Fitness Instructor

➤ Hospitality

- Certified Restaurant Team Member (Hospitality)

➤ Human Resources

- Certified HR Compensation Manager
- Certified HR Staffing Manager
- Certified Human Resources Manager
- Certified Performance Appraisal Manager

➤ Office Skills

- Certified Data Entry Operator
- Certified Office Administrator

➤ Project Management

- Certified Project Management Professional

➤ Real Estate

- Certified Real Estate Consultant

➤ Marketing

- Certified Marketing Manager

➤ Quality

- Certified Six Sigma Green Belt Professional
- Certified Six Sigma Black Belt Professional
- Certified TQM Professional

➤ Logistics & Supply Chain Management

- Certified International Logistics Professional
- Certified Logistics & SCM Professional
- Certified Purchase Manager
- Certified Supply Chain Management Professional

➤ Legal

- Certified IPR & Legal Manager
- Certified Labour Law Analyst
- Certified Business Law Analyst
- Certified Corporate Law Analyst

➤ Information Technology

- Certified ASP.NET Programmer
- Certified Basic Network Support Professional
- Certified Business Intelligence Professional
- Certified Core Java Developer
- Certified E-commerce Professional
- Certified IT Support Professional
- Certified PHP Professional
- Certified Selenium Professional
- Certified SEO Professional
- Certified Software Quality Assurance Professional

➤ Mobile Application Development

- Certified Android Apps Developer
- Certified iPhone Apps Developer

➤ Security

- Certified Ethical Hacking and Security Professional
- Certified Network Security Professional

➤ Management

- Certified Corporate Governance Professional
- Certified Corporate Social Responsibility Professional

➤ Life Skills

- Certified Business Communication Specialist
- Certified Public Relations Officer

➤ Media

- Certified Advertising Manager
- Certified Advertising Sales Professional

➤ Sales, BPO

- Certified Sales Manager
- Certified Telesales Executive

& many more job related certifications

Contact us at :

Vskills

011-473 44 723 or info@vskills.in

www.vskills.com