



Receptionist: Office Skills

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● Receptionist Skills ●

Module 1: Introduction to Reception and Receptionist

Module 2: Business Telephone Skills

Module 3: Representing Your Boss and Company

Module 4: Mail Services and Shipping

Module 5: Travel Arrangements

Module 6: Organising Meeting and Conferences

Module 7: Time Management

Module 8: Record Keeping and Filing Systems

Module 9: Business Writing Skills

Module 10: Organisational Skills

Module 11: Communication Skills

Module 12: Customer Service

Module 13: Effective Planning and Scheduling

Module 14: Invoicing/Petty Cash



● **Productivity Habits** ●

Module 1: Leverage Long Term Success

Module 2: Mastering Workflow

Module 3: Everyday Productivity Habits for Success

Module 4: Lessons to Learn to Maximize Probability

● **Copywriting Course Level 4** ●

Module 1: Introduction to Copywriting

Module 2: Basics of Copywriting

Module 3: Eye-Catching Headlines

Module 4: Attention-Grabbing Advertisements

Module 5: Essential Copywriting Skills

Module 6: Online Copywriting

Module 7: Press Related Copywriting

Module 8: Print Media Copywriting



Module 9: Copywriting for Mainstream Media

Module 10: Copywriting for Other Media

Module 11: How to Write Better Copy

Module 12: Final Tips



Certificate in Business Writing



Module 1: Diving into the Brief

Module 2: Method, Structure & Formatting

Module 3: Wrapping up the Business Writing Procedure



● **ZOOM Meeting Masterclass** ●

Module 1: Master Video Conferencing with ZOOM now!

Module 2: Zoom Intro and signing up

Module 3: Hosting Your First Zoom Meeting

Module 4: Inviting Participants

Module 5: Manage Participants

Module 6: Sharing Screens and Whiteboards

Module 7: More Screen Share Options

Module 8: Chat, Recording and Reactions

Module 9: Tip #1 – Virtual Backgrounds

Module 10: Tip #2 – Custom Virtual Background

Module 11: Tip #3 – Video Settings

Module 12: Tip #4 – Calendar Zoom Extension

Module 13: Tip #5 – Hiding Floating Menu

Module 14: Tip #6 – Mute All Shortcut

Module 15: Tip #7 – New Share

Module 16: Tip #8 – Pause Share

Module 17: Tip #9 – Annotate

● **Workplace Health and Safety** ●

Module 01: Health and Safety at Work and the Laws

Module 02: Managing for Health and Safety

Module 03: Risk Assessment and Common Risks

Module 04: Workplace Health, Safety and Welfare

Module 05: Accidents and Ill Health at Work

Module 06: Electrical, Fire and Gas Safety

Module 07: Safety in Different Work Settings

Module 08: Work Equipment Hazards and Risk Control

Module 09: Other Health and Safety Hazards at Work



● **Microsoft Office Specialist (MOS) – Microsoft Excel** ●

Module 1: Microsoft Excel Beginners

Module 2: Getting Started with Microsoft Office Excel 2016

Module 3: Performing Calculations

Module 4: Modifying a Worksheet

Module 5: Formatting a Worksheet

Module 6: Printing Workbooks

Module 7: Managing Workbooks

Module 8: Workbooks – Microsoft Excel Beginners

Module 9: Microsoft Excel Intermediate

Module 10: Working with Functions

Module 11: Working with Lists

Module 12: Analysing Data

Module 13: Visualizing Data with Charts

Module 14: Using PivotTables and PivotCharts

Module 15: Workbooks – Microsoft Excel Intermediate

Module 16: Microsoft Excel Advanced



Module 18: Using Lookup Functions and Formula Auditing

Module 19: Sharing and Protecting Workbooks

Module 20: Automating Workbook Functionality

Module 21: Creating Sparklines and Mapping Data

Module 22: Forecasting Data

Module 23: Workbooks – Microsoft Excel Advanced