

Reception Skills

Duration:

One day

Objective

This course is designed to assist delegates to create the right first impressions for all visitors and callers. Delegates will be shown how to master the essential communication skills to ensure clients and other visitors receive a professional, efficient and courteous impression of your organisation.

Contents

This course includes a variety of modules including: -

- The receptionist's role
- The welcome greeting and managing reception
- Image, appearance and behaviour
- Essentials of customer care
- Communication skills
- Dealing with difficult people and handling complaints
- Professional telephone behaviour
- Assertive, aggressive and passive behaviours
- Developing an effective telephone manner

Who should attend

This course is ideal for anyone who is new to the role, has limited experience or would simply like to brush up on their skills and learn some new techniques.

Course benefits

Presenting a professional image through effective communication and customer care

Building rapport through adjusting tone and demeanour

Dealing with complaints and difficult people

Enhance client retention by being professional, courteous and willing to help

Additional information

This course is an excellent introduction to dealing with callers on the telephone, greeting visitors professionally and courteously and gaining a better understanding of effective communication skills and styles. If you are interested in this course, you may also find our 'Training for PAs and EAs' and 'Managing Effective Meetings' courses of interest.

Certificates

All delegates who successfully complete this course will receive a certificate of attendance.

Trainers background

The trainer for this course has extensive experience in design and delivery of training programmes for a wide range of administration roles, including reception, secretarial and Personal Assistant skills. They have been successfully delivering training to both public and private sector organisations for over ten years and previously held a number of senior management positions in industry.