

Professional Reception Skills - The Face of the Company

1 Day ES

OVERVIEW

The receptionist represents the initial point of contact with the outside world, and as such is in a powerful position to enhance the way the company is perceived.

This interactive course will enable receptionists to develop professional telephone and communication skills within a supportive and encouraging environment. By reviewing examples of good and bad practice, the course will reinforce the importance of their public relations role, highlight their influence and effect on customers and raise their awareness of the key interpersonal skills essential for their success.

DESIGNED FOR

Suitable for receptionists, front line staff and administrators who are required to be confident and professional in their approach to visitors and callers, whilst keeping an organised and well maintained reception area.

LEARNING OUTCOMES

By the end of this course participants will be able to:

- Build good customer relations and project the organisation in a professional manner.
- Communicate well - both internally and externally.
- Develop effective listening skills.
- Take appropriate action when faced with difficult callers and awkward customers, or when handling complaints.
- Manage the reception area.
- Provide the highest level of internal customer service when taking and relaying messages.

TOPICS COVERED

Providing Excellent Customer Service

- Your role in representing your company or organisation
- Defining your customers and your responsibilities to them
- The importance of first impressions
- Projecting a professional image - being well presented
- Maintaining a positive attitude
- Welcoming visitors in a professional manner - handling unwanted visitors

Professional Communication Skills

- Effective listening skills
- Successful questioning techniques
- Professional etiquette and effective verbal communication
- Powerful use of voice and language
- Taking and recording messages accurately
- Dealing with conflict

Handling the Telephone and Caller

- Your voice - what does it tell the caller about your company?
- The importance of clarity and brevity
- Receiving, placing and re-directing calls
- Screening calls - handling unwanted calls
- Dealing with difficult callers - remaining calm and professional
- Getting the most from enquiries
- Knowing your company's business
- Being prepared at all times
- Using discretion

Planning and Organising your Time

- Understanding the principles of prioritisation, planning and organisation
- Being well organised - getting the best from your systems and procedures
- Formulating an action plan

EXTRA NOTES

Further Development:

The Essential Office Professional - Professional Skills for Administrators, Secretaries & Support Staff (IPS1)

An equivalent course is available in Arabic. Please call us for details.