

Reception Skills & Telephone Techniques

Outcome

Delegates should be able to:

- Understand the importance of “front of house” employees
- Understand the requirements and expectations of the receptionist’s role
- Develop methods of achieving key results
- Apply a range of communication and active listening skills

Course content

The aim of the course is to show delegates how they can become more successful receptionists and to improve and evolve their own confidence and the image of the company.

Key Topics include:

- More than just a receptionist!
- You never get a second chance to make a first impression!
- The visual image.
- Tapping potential.
- Communication skills – an impressive talent.
- Gaining respect.
- For things to change – first I must change.
- Perception of the receptionist – our own and the customer’s

Telephone Techniques

Outcome

Delegates should be able to:

- Recognise the importance of telephone contact
- Identify the barriers to good telephone contact
- Develop methods of overcoming those barriers
- Develop a simple structure which can be used in all telephone situations

Course content

- It is designed to show delegates how they can improve and enhance their telephone manner, by applying a range of communication and active listening skills.
- It encourages participants to maximise good, effective relationships between themselves and external customers.
- The aim of the course is to show delegates how they can become successful telephone personnel and to improve and evolve their own confidence and the image of the organisation

Course Costs:

- **This is designed to run as a one-day course, delivering the above subjects to up to 8 delegates.**
- **Total Cost: £425.00**
- **If this is delivered to 1 person, this will be a half-day course and will be at the half-day course cost of £285.00**
- **A truncated version of the half-day course can also be delivered to up to 6 delegates at the cost of £320.**