

Reception skills - the face of your organisation

Reception staff are the “ambassadors” of any business. However, are they inclined to say “I’m just the Receptionist” rather than acknowledging their vital role in the organisation team?

The first point of contact a customer has in any business is usually this member of staff who creates the first impressions of your company and this may affect any future relationships.

This course will provide practical solutions to the day to day aspects of the job, giving you the confidence to represent the business to all clients, visitors and staff.

Course Content

- The importance of image and first impressions
- Communication skills, verbal and non-verbal
- Speech, diction and voice control
- Telephone manner and behaviour - keeping calm under pressure
- Accuracy in communication
- Developing confidence
- Finding out what the caller or visitor wants efficiently
- Making accurate referrals - prioritising administrative tasks
- Rapport building skills
- Handling the difficult callers and visitors

Who is it for?

People responsible for meeting customers and visitors to your organisation, either face-to-face or by telephone.

Duration

1 day

Cost

£395 + VAT for a 1 day open course.

This course can also be held in-house at your premises or at one of our venues for £1,195 + trainer travel from our Sevenoaks office + VAT. If you choose to use one of our venues, room hire and catering will be charged at our specially negotiated rates. Unless stated otherwise, travel time is included in the price.