

**DURATION:** A one day course

**SUITABLE FOR:** This course is for staff who are representing the company in a front line reception position, or who are asked to deputise in this important role from time to time.

**OBJECTIVES:**

- ▶ Understand the importance of the receptionist role
- ▶ Get a full awareness of what is involved in being a receptionist
- ▶ Increase their confidence in performing their role
- ▶ Understand the importance of having the right attitude
- ▶ Learn how to make a first impression people remember
- ▶ Understand what is involved in best telephone practice and how to acquire a confident and friendly telephone manner
- ▶ Develop strategies for dealing with difficult people and situations
- ▶ Refresh their existing skills and gain new skills needed in this important role

## THE PROFESSIONAL RECEPTIONIST - ONE DAY COURSE

### INTRODUCTION AND WORKSHOP OBJECTIVES

- ▶ Finding out what you want to achieve today
- ▶ Identifying your personal strengths and areas for development

### THE ROLE OF THE RECEPTIONIST

- ▶ The importance of the role.
- ▶ What are your main tasks?
- ▶ What does your role involve in the wider organisational context?
- ▶ The importance of first impression
- ▶ Your handshake, personal presentation and body language and communication skills

### THE ESSENTIALS OF GOOD TELEPHONE MANNERS

- ▶ What are good telephone manners?
- ▶ The importance of your voice, how you speak and what you say
- ▶ Taking and handling messages

### WHAT YOU NEED TO KEEP IN MIND

- ▶ The importance of the company image
- ▶ The importance of interacting with clients/colleagues
- ▶ The Reception Area

### HANDLING CHALLENGING PEOPLE/CALLERS

### PRACTICE YOUR TELEPHONE SKILLS

### SUMMARY AND CLOSE

- ▶ Review the main Learning Points from the workshop
- ▶ Creating an Action Plan for the future