RECEPTIONIST SKILLS

Introduction:

The role of the Receptionist is vital to any company as very often this person is the first point of contact that a customer has with the company or organisation. It is true that 'You never get a second chance to make a first impression'.

Objective:

This course is designed to help employees with telephone and face to face communicating techniques that are required when dealing with customers in everyday situations.

Programme Synopsis:

- An introduction to Customer Service
- The importance of excellent service
- The consequences of poor service
- The role of the Receptionist
- Tools to make good first impressions
- Using positive words, phrases and body language
- Appropriate vs inappropriate language
- Communication skills
- Telephone skills — Listening effectively
  tone of voice
- Assertive behaviour
- Coping professionally with difficult behaviour

Duration: One (1) Day

Course Code: TSCRS

Certification: Training Solutions 2000