

Receptionist Skills

Duration: 1 day

Private or In-Company bookings only

The Receptionist is the first person who a visitor sees on entering an office. Their impression of this person will affect how they approach the rest of their visit.

A professional receptionist who seems pleased to talk to visitors and can sort out their problems whilst handling the demands of the ringing telephone without losing their cool is an asset to any organisation.

Course Objectives:

After this training course, delegates will understand the importance of the receptionist's role and project the best image for your company.

Course Content:

- Learn how to make a first impression people remember
- To review best telephone practice and learn how to direct calls correctly
- Learn how to develop strategies for dealing with difficult people and situations
- Learn how to receive visitors professionally
- Develop effective listening skills and focus on customer care
- Learn how to stay motivated and be part of the company team
- Benefits
- Increased work effectiveness for individuals through better understanding and application of the key responsibilities involved in this job role