

## THE RECEPTIONIST: DIRECTOR OF FIRST IMPRESSIONS

Without a doubt a good receptionist is pivotal to efficient operations of any successful business. In fact, the receptionist is likely to come into contact with more customers and potential customers than anyone else. More often than not customers base their impression of an organisation on their first encounter and so the role of the receptionist is essentially about public relations.

This workshop has been designed to cover some of the key skills and techniques required of a professional receptionist.

By the end of this session, participants you will be able to:

- \ appreciate the importance of the receptionist as an ambassador for their organisation
- \ understand the qualities of a customer service professional
- \ recognise how customers rate service
- \ build lasting impressions and communicate professionally with guests and customers
- \ handle telephone and personal enquires effectively
- \ deal effectively with security and safety issues
- \ deal with aggressive and challenging customers and visitors with empathy
- \ screen and refer complaints



### Topics to be explored include:

- The role of the receptionist as an ambassador
- What is good customer service
- The qualities of a good receptionist
- Creating first impressions
- The five factors customers use to rate service
- The telephone as a business tool
- Handling private and sensitive information
- Positive language for positive results
- Taking accurate and complete messages
- Time and priority management
- Being assertive at work
- Dealing with difficult and challenging callers
- Handling complaints on the telephone
- Planning your professional development

### What's included?

- *Instruction by an expert facilitator*
- *A highly interactive workshop*
  - *Participant workbooks*
- *Personalised certificate of completion*
- *Guaranteed return on investment!*

**Target audience:** Frontline staff

**Course duration:** One day