

RECEPTIONIST

Front Office and Telephone Techniques

US 13928 & US 7790 / NQF Level 3 / 7 Credits

The receptionist and reception area of an organisation provides callers and visitors with their first impression of the company, its culture and ethos. The experience must be positive, inviting and efficient. The adage that “*you never get a second chance to make a first impression*” comes to mind.

The first day addresses the skills and disciplines required to interact personally with visitors, properly maintain and control the reception area, whilst the second day is all about mastering telephone skills and etiquette.

This course comprises two distinct, but highly relevant unit standards delivered over two days. It explores how to determine and implement appropriate service levels, housekeeping standards and security protocols within the reception area, as well as how to measure and address deviations. It is also designed to provide delegates with the insight, understanding and skills required by them to become effective and efficient in both “in-bound” and “out-bound” telephone communication, message management and screening.

WHO SHOULD ATTEND

- Frontline staff in general
- Receptionists and staff assigned to cover receptionist duties from time to time
- Supervisors of receptionists and reception areas

HOW YOU WILL BENEFIT

Front Office Module

- Understand the importance of frontline responsibilities
- Appreciate the benefit of creating a positive and professional first impression
- Recognise the importance of setting and monitoring organisational standards for the reception area and staff
- Learn to define appropriate standards of housekeeping and security for the reception area
- Monitor and correct deviations from organisational standards and procedures relating to reception
- Provide excellent service that enhances the customer experience
- Manage stress when dealing with difficult customers and develop personal resilience

Telephone Module

- Distinguish between professional and casual communication
- Understand how your body language influences your telephone voice
- Improve your tone, diction, volume and cadence
- Be more professional and efficient
- Determine what relevant questions to ask to gain insight into customer needs
- Understand the importance of confidentiality
- Master all aspects of telephonic communication from answering, to transferring calls, to message taking and call screening
- Interact with challenging customers

Two Day Course
8:30am – 4:00pm

Refreshments and a light, finger lunch will be served at our public course
sales@kznbtc.co.za or (031) 267 1229 for bookings and further information

WHAT WILL BE COVERED

Front Office Module

- Setting, monitoring and maintaining
 - housekeeping standards
 - appropriate security protocols
 - service levels
- Taking corrective action in response to deviations
- Customer service standards expected of frontline staff
- How to meet and exceed expectations

Telephone Module

- Switchboard techniques and principles
- Telephone etiquette and body language
- How to prepare for outgoing phone calls
- Processing incoming and outgoing calls professionally and efficiently
- Protocols for transferring calls, placing callers on hold and message taking
- Questions to ask that will assist, inform and direct callers
- Creating the right impression to internal and external customers
- How to manage an upset or angry caller
- How to behave towards abusive callers

DAY 1

| Module 1: | Module 2: | Module 3: |
|---|--|---|
| <ul style="list-style-type: none"> • Why is Frontline such an important part of the business • Brand and Personal Image • Key points to meeting customer expectations • Critical Skills needed for frontline employees • 7 C's of good communication • Do's and don'ts of Email | <ul style="list-style-type: none"> • Maintain the implementation of the housekeeping standards according to workplace policy • Maintain housekeeping operations to ensure no disruption to operational services • Identify and record areas not meeting the required standards for possible remedial action • Institute and monitor actions and procedures required to rectify substandard areas to ensure minimum standards are met | <ul style="list-style-type: none"> • Maintain the presentation of reception area according to organisational standards • Identify, note and record areas of non-conformance for possible remedial action • Identify and present remedial actions for implementation • Communicate areas of improvement to incumbents • Monitor and deliver service levels in accordance with organisational standards and procedures |

PTO For Table of Contents (Ctd)

| Module 4: | Module 5: | Module 6: |
|---|---|---|
| <ul style="list-style-type: none"> Outline security procedures and brief all reception personnel verbally and provide a written summary to them Obtain visitors cards and permits from security personnel Monitor and maintain firearm procedures as per workplace policy Report and rectify discrepancies and problems to ensure safety of workplace | <ul style="list-style-type: none"> Establishing rapport and professional relations How to exceed customer expectations The service experience The product dimension The experience dimension | <ul style="list-style-type: none"> Understanding stress and why it happens 6 Steps to diffuse stress to avoid conflict or unprofessionalism Developing your professional self-esteem to build resilience |

DAY 2

| Module 1: | Module 2: | Module 3: |
|--|---|---|
| <ul style="list-style-type: none"> Classifying disclosable and non-disclosable information and explain reasons therefor. Ways of finding telephone numbers according to organisational requirements Preparing for outgoing calls. Ways to learn new system quickly to become competent | <ul style="list-style-type: none"> The importance of acknowledging callers and keeping them informed of reasons for delays. The difference between private telephone etiquette and business telephone etiquette in terms of assisting customers. Standard telephone etiquette on answering calls, transferring calls and making calls. The importance of body language in communicating with others while on a call Make decisions, based on a telephonic request from a customer, to help or to transfer the call Transferring and re-directing calls quickly, correctly and politely according to standard telephone etiquette and organisational requirements, Taking detailed and relevant messages for others | <ul style="list-style-type: none"> Methods for dealing with abusive callers Methods for dealing with emergency situations |

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