

## RECEPTION AND TELEPHONIC EXCELLENCE

US 7790 / NQF Level 3 / Non-Credit Bearing

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.

### **WHO SHOULD ATTEND**

- Any employee working in a frontline position whose responsibilities include:
  - Meeting and greeting the company's clients
  - Receiving and transferring telephone calls
  - Customer service
- Your staff should attend
  - Because you believe that your customers are integral to your success
  - Because you know how important an amazing receptionist is to your business
  - Because you know that the differentiating factor between you and your competitors could be as simple as your receptionist's attitude

### **HOW YOU WILL BENEFIT**

- Effective, amazing receptionists who understand their role and how it relates to the overall success of the company
- Greater productivity and better communication in the workplace
- Satisfied and driven frontline staff

### **WHAT WILL BE COVERED**

- The importance of Frontline staff in the company
- How to represent an organisation professionally
- Effective management of the reception area
- Self-Motivation
- 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
- Professional customer service, including how to deal with difficult situations
- How to manage an upset or angry caller
- How to behave towards abusive callers

One-day course 08:30 -16:00

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