

# RECEPTION AND TELEPHONIC EXCELLENCE

## Creating Positive First Impressions

US 7790 / NQF Level 3 / 3 Credits

***“You never get a second chance to make a first impression”***

The receptionist and reception area are the gateway to your organisation, shaping the first impression that visitors and callers form about your business. A warm, professional and efficient reception experience sets the tone for your company's culture and leaves a lasting impact.

This course empowers receptionists and frontline staff with the confidence, skills, and strategies to deliver exceptional service. From creating a welcoming atmosphere to managing calls with finesse, participants will learn how to represent their organisation with professionalism and poise.

If you believe your customers are integral to your success, recognise the vital role a receptionist plays, and understand that their attitude can set you apart from competitors – then this course is for your frontline team.

### **WHO SHOULD ATTEND**

- Any employee working in a frontline role whose responsibilities include:
  - Meeting and greeting clients
  - Receiving and transferring telephone calls
  - Customer service interactions

### **HOW YOU WILL BENEFIT**

- Develop a clear understanding of your role and its impact on business success
- Enhance workplace communication, leading to improved efficiency and productivity
- Gain confidence, motivation, and a sense of value in the frontline position

### **WHAT WILL BE COVERED**

#### **The importance of frontline staff**

- Understanding the critical role of reception in shaping customer perceptions
- Representing the organisation with professionalism and confidence
- Build genuine rapport and consistently exceed customer expectations
- Essential “do's and don'ts” of email etiquette and verbal interactions for clear, courteous, and professional communication

One-day course 08:30 -16:00

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### **Managing the reception area**

- Organising and maintaining an efficient and welcoming space
- Best practices for keeping reception operations running smoothly

### **Switchboard techniques and telephone etiquette**

- Essential principles for handling calls professionally
- Using the right tone, language, and body language over the phone
- Preparing for outgoing calls to ensure clarity and efficiency

### **Handling incoming and outgoing calls**

- Answering calls promptly and courteously
- Efficiently transferring calls and placing callers on hold
- Best practices for message taking and relaying information accurately
- Asking the right questions to guide and assist callers effectively
- Creating a positive impression through clear and helpful communication

### **Professional customer service and handling difficult situations**

- Managing upset or angry callers with professionalism and composure
- Deal with abusive callers while maintaining control and respect
- Reporting emergency situations effectively