

**DURATION:** A one day course

**SUITABLE FOR:** This course is for staff who are representing the company in a front line reception position, or who are asked to deputise in this important role from time to time.

## COURSE OUTLINE:

### OBJECTIVES:

**By the end of the course delegates will be able to:**

- Understand the importance of the receptionist role
- Get a full awareness of what is involved in being a receptionist
- Increase their confidence in performing their role
- Understand the importance of having the right attitude
- Learn how to make a first impression people remember
- Understand what is involved in best telephone practice and how to acquire a confident and friendly telephone manner
- Develop strategies for dealing with difficult people and situations
- Refresh their existing skills and gain new skills needed in this important role.

### PROGRAMME:

#### Introduction & Workshop Objectives

- Finding out what you want to achieve today
- Identifying your personal strengths and areas for development

#### The link between Attitude and Performance

- What forms a good or wrong attitude?
- How does your attitude and motivation affect your performance?
- What can you do to improve your attitude when you have a 'bad' day

#### The Role of the Receptionist

- How do you feel in your role?
- What are your main tasks?
- What does your role involve in the wider organisational context?
- The importance of first impression
- Your handshake, personal presentation & body language and communication skills

#### The Essentials of good Telephone manners

- What is part of good telephone manners
- The importance of your voice, how you speak and what you say
- Taking and handling messages

#### What you need to keep in mind

- The importance of the Company Image
- The importance of interacting with Clients/Colleagues
- The Reception Area

#### Handling difficult People/Callers

#### Practise your telephone skills

#### Summary and Close

- Review the main Learning Points from the workshop

#### Creating an Action Plan for the future