Duration: 1 Day
Course Code: SSG01

Course Description:

First impressions are lasting impressions; there is no second chance, when you are dealing with people, either face to face or on the telephone. Receptionists are the shop window to your organisation; the image they present is a vital component for the success of any business and the one that the customer or visitor takes away with them.

Who Should Attend Telephone And Reception Skills Training?

- PA's, Reception staff
- Customer Services staff, Office administrators

Benefits From Attending The Training:

- Present a positive personal image to customers
- Use appropriate styles of communication - including questioning and listening techniques
- Receive and make effective telephone calls
- Respond to callers' needs, Deal with difficult callers

Course Contents:

- First impressions - effect on the caller / visitor
- Building personal confidence
- The effect of words, tone and voice
- Understanding the need for good listening skills
- Developing a questioning technique, prompting answers on which to base decisions
- Taking responsibility for the call, handling messages
- The caller's perspective, 'What would I expect from me?'
- Personal discipline and control, handling pressure
- Summarising callers wants and needs - action and agreement
- Reception security management skills
- Managing visitor / caller records

Related Courses:

- Customer Care | Duration: 1 day | Code: SSG06
- Confidence and Assertiveness | Duration: 1 day | Code: SSG05
- Time Management | Duration: 1 day | Code: SSI07

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals