



RECEPTIONIST AND FRONTLINE TRAINING PROGRAMME

COURSE OVERVIEW

First impressions last, and staff who work in any reception area are vital members of the corporate team. Their level of performance is invaluable to the overall success of an organisation. Covering all aspects of the role, from answering the telephone to dealing with visitors, this Receptionist Skills training course is suitable for anyone who works in a "front office" situation. A small investment in our one-day workshop "Receptionist and Frontline Training Programme" will deliver huge dividends in the form of a telephonist/receptionist that will do you proud in every dealing with your visitors, in person or by phone. » **Based on SAQA's Unit Standard ID 15234 NQF Level 5, 4 Credits**

DURATION

Kindly enquire about upcoming dates and venues for this workshop.

LEARNING CONTENT

1. Telephone Techniques
2. Dealing with incoming calls.
3. How to sound confident, interested and helpful.
4. Outgoing calls.
5. How to deal with telephone calls and visitors simultaneously.
6. Complaint Handling
7. Establishing source of complaint.
8. Remaining polite and helpful.
9. Developing a Personal Commitment to Quality Service
10. Helping customers to make the right choice.
11. Discretion and tactfulness.
12. Communication Skills and How to Use Them
13. Examining the importance of body language and telephone behaviour.
14. The Importance of First Impressions
15. Projecting a professional image.
16. Using your voice.
17. How to remain calm and composed under pressure.
18. Customer Relations
19. What influences customer choice.
20. Understanding customer needs and attitudes.
21. Dealing with awkward customers on the telephone and face-to-face.

PRICE/COST OPTIONS

R1 290, 00 per delegate - Includes comprehensive training material, supplementary readers, certificate of completion, refreshments, lunch & snacks, parking vouchers and a free gift.

ENROLMENT FOR THIS PROGRAMME

To enrol your delegate for this course, kindly e-mail Chantelle at cjd@secretarialstudies.co.za or contact our office at (012) 376 1043.