

Receptionist/PA Skills

Duration: 1 day

Who should attend: This course is especially suitable for anyone in the following roles.

- New receptionists who want to learn best practice receptionist skills
- Experienced receptionists who want to refresh and update their skills
- Staff who provide temporary cover and support to the reception area

Aims: To raise the awareness of customer service at the reception desk and on the telephone and assist delegates in providing exceptional customer care.

By the end of this course, delegates will:

- Understand the importance of the Receptionist role in delivering excellence in customer care
- Have a common understanding of what exceptional customer care looks like, and gain tips and tactics to demonstrate this level of service
- Understand the importance, and use of, the telephone in delivering exceptional customer service

Topics

The role of the Receptionist

Customer Service Principles

- Superior receptionist behaviours
- First impressions

Communication

- Communication barriers
- Personality and communication styles
- Effective questioning techniques
- Advanced Listening skills

Telephone Skills

- The importance of the voice
- Professional handling of incoming calls

Dealing with anger

- Using assertiveness