



The Professional Receptionist - The Face of Your Organization

In today's world of advanced communication, one is hard-pressed to initiate contact with a company and get a 'real' person on the line; this is a valid reason to invest in the front of the house representative – the receptionist. In just a few seconds this key person can make or break potential business with the caller or visitor. Since body language supposedly cannot be 'seen' over the phone, attitude and voice color the tone of the message the receptionist is conveying. Also when prospective clients visit they are automatically influenced by the first person they meet – the receptionist; giving them a visual and auditory first impression of the organization.

Expected Accomplishments

- Project a professional image in person or on the phone
- Display a high level of confidence, professionalism and positive attitude
- Greet visitors appropriately and administer to their needs
- Be aware of proper telephone protocol for various situations
- Answer the phone or greet the visitor promptly
- Put callers on hold and transfer calls with ease
- Be a communication command center for the organization
- Keep up to date with activities, events and personnel changes
- Handle and update information at reception in the form of brochures, posters or computer monitor displays

Course Outline

- Creating a welcoming impression for the organization:
 - The importance of first impressions
 - Appearance & posture
 - Verbal & non-verbal cues
 - Voice in context
 - Clear pleasant greetings

- Interpersonal and people management skills
 - Being the eyes and ears for the company
 - Answering the phone – getting the basics right
 - Building rapport in 15 seconds
 - Managing calls smoothly from person to person
 - Listening actively
 - Maintaining composure & patience during trying times
 - Staying motivated and feeling part of the company team
 - Becoming a 'communication command center'
- Customer Service
 - Understanding Customer Service Excellence
 - External vs. internal customers
 - Going the extra mile
 - First point resolution
 - Adhering to company protocols & policies
- Time & record keeping
 - Time keeping best practices
 - Reception area neatness
 - Handling stress at peak times
 - Keeping a daily log or diary
 - Updating employee contact list and external data lists

Who can benefit

Receptionists, secretaries and other administrative support personnel





Related Training

- Telephone Etiquette for Professionals
- Advanced Communication Skills – The Power of Assertiveness
- Business Etiquette
- Managing Time & Stress

Duration

3 days

Mode

Consultant led classes with communicative exercises, videos, role plays and live demonstrations / recordings

Prerequisites

Good command of the English language and some call handling experience

Course Code:

SPA-130

