

THE PROFESSIONAL RECEPTIONIST

YOU ONLY HAVE ONE CHANCE TO MAKE A GOOD FIRST IMPRESSION

OVERVIEW

At this course we will reinforce the importance of the receptionist's role, highlighting how you influence your customers, both face-to-face and on the telephone. Being the public face and voice of your organisation means that you need to have excellent communication skills and conduct yourself in a professional manner.

In a supportive environment, we will equip you with the key telephone, communication and customer care skills that you need to succeed.

"Being the public face and voice of your organisation means that you need to have excellent communication skills"

WHO SHOULD ATTEND?

Suitable for all receptionists, front line personnel and relief receptionists who would like to develop their professionalism and excel at their role. Receptionists and front line staff from all sectors including government, corporate and private sectors will benefit from the training.

YOU WILL LEARN:

- The importance of the receptionists public relations role in the workplace
- How to implement professional behaviour in the workplace according to dress code, voice projection, self image and posture
- How to deal with difficult callers and customer complaints
- How to correctly greet your customers, face-to-face and on the telephone
- How to keep an organized and well maintained reception area
- How to handle incoming and outgoing telephone calls professionally
- How to provide the highest level of internal customer service when taking and relaying messages
- By reviewing examples of good and bad receptionist practices, delegates will realise why certain behaviour is inappropriate



RAVE REVIEWS

"The examples were fun and they made it easy to understand."

- Nomvuzo from African Mining & Trust

"Being on this training gave me clarity on many things, some of which I thought I was doing great at, but wasn't – I have really learned a lot."

- Elsie from Teljoy

"I am happy with this training and I have learned a lot and looking forward to go back to work and put it in practice."

- Bonolo from SSLR

If you are unhappy with a course, we will offer you a replacement course of your choice, absolutely free.



THE PROFESSIONAL RECEPTIONIST

COURSE OUTLINE

YOUR ROLE IN THE WORKPLACE

- The important role you play in the organisation

CUSTOMER SERVICE EXCELLENCE

- Knowing your companies business – the importance of understanding the organisation, its goals and products
- Handling enquiries to benefit your organisation
- Welcoming your visitors

PROFESSIONAL IMAGE

- Factors that determine your professional image
- Dealing with the public – become a PRO
- Office etiquette

COMMUNICATION SKILLS

- Understanding the challenges and processes of effective communication
- Effective listening and questioning techniques
- Voice techniques

TELEPHONE SKILLS AND ETIQUETTE

- Tone and attitude - what your voice tells your customers about your company
- Answering techniques - greeting your callers appropriately
- Screening and transferring calls

HOW DO I HANDLE DIFFICULT CUSTOMERS AND CALLERS

- Remaining calm and professional
- Addressing the clients' needs
- Problem solving techniques

OFFICE MANAGEMENT

- Managing boardroom bookings
- Working with the suppliers of stationery, courier, catering etc.

SETA ACCREDITATION

Please contact our offices to discuss assessment options. The Services SETA has awarded KumaloGreen full accreditation. Your company can claim back a percentage of their skills levies if you attend a KumaloGreen course.

DATES 2023

22 February 2023

4 April 2023

21 June 2023

16 August 2023

18 October 2023

6 December 2023

OPTION 1:

FACE-TO-FACE TRAINING

Price:

R 2 400.00 (excl. VAT)

per delegate

R 2 760.00 (incl. VAT)

Duration:

1 Day

Course start time: 08:30

Course end time: 16:30

Venue:

The Capital Hotel, Melrose

Johannesburg

OPTION 2:

VIRTUAL INSTRUCTOR-LED TRAINING

Price:

R 2 100.00 (excl. VAT)

per delegate

R 2 415.00 (incl. VAT)

Duration:

1 Day

Course start time: 08:30

Course end time: 16:30

WHAT IS INCLUDED?

- A brilliant trainer who is a subject matter expert
- Practical exercises, discussion and one-to-one feedback from the course facilitator
- A comprehensive learner guide packed with practical tips
- Post course support to assist you in implementing what you have learned
- Certificate of attendance which you will receive at the course
- Superior training venue with delicious lunch, teas and refreshments
- Secure Parking and Disabled facilities

kumalogreen
TRAINING FOCUSED ON RESULTS

BOOKING FORM

THE PROFESSIONAL RECEPTIONIST

PLEASE SELECT AN OPTION

Option 1: Face-to-face Training	
Option 2: Virtual Instructor-led Training	

PLEASE SELECT A DATE

22 February 2023	
4 April 2023	
21 June 2023	
16 August 2023	
18 October 2023	
6 December 2023	

PERSON MAKING THIS BOOKING

First Name and Surname:	
E-mail Address:	
Contact Number:	

DELEGATE DETAILS - PERSON ATTENDING THE TRAINING

(To register additional delegates, please complete the information on the page overleaf)

First Name and Surname:	
Position:	
E-mail Address:	
Cell Phone Number:	
Work Phone Number:	
Disabilities:	
Special Dietary Requirements:	

COMPANY DETAILS FOR INVOICING PURPOSES

(A tax invoice will be e-mailed once we have received this completed enrolment form.)

Full Company Name:	
Company VAT Registration No:	
Postal Address:	
Purchase Order No (If Applicable):	
Contact Person in Accounts:	
Accounts Phone Number:	
Accounts E-mail Address:	

HR/TRAINING CONTACT PERSON DETAILS

First Name and Surname:	
E-mail Address:	
Position:	

COST

Face-to-face Training:

R 2 760.00 (incl. VAT) p/ delegate

Virtual Instructor-led Training:

R 2 415.00.00 (incl. VAT) p/ delegate

Group Discount

Book 3 more people on the same course & receive a 10% discount.

Please ensure you read the Payment Terms & Conditions as well as the Cancellation Transfer Policy below to avoid any confusion

PAYMENT T&C'S

A tax invoice, including our banking details, will be issued once your completed booking form has been received. Payment is due on receipt of invoice but longer payment terms can be arranged. Should KumaloGreen not receive payment for the training from the organisation, the individual who attended the training will be liable for payment.

CANCELLATION & TRANSFER POLICY

Full refund for cancellations received two weeks prior to the course. A substitute delegate is welcome for delegates who have already booked and paid. Should a delegate not arrive for the training on the day that course commences, a no-show fee of 100% will be charged. Requests to postpone course attendance must be received in writing at least 3 full working days before course commencement otherwise a late postponement fee of 20% will apply. Only one postponement allowed and transfer to be utilised within 6 months of the original course date. KumaloGreen reserves the right to cancel the event, in which case delegates will be refunded in full.

DELEGATE SIGNATURE

MANAGER SIGNATURE

By signing this booking form, both the delegate and manager agree to the payment terms, conditions, cancellation & transfer policies above.

ADDITIONAL DELEGATES

THE PROFESSIONAL RECEPTIONIST

To register more than one person, please complete the information on this page

First Name and Surname:	
Position:	
E-mail Address:	
Cell Phone Number:	
Work Phone Number:	
Disabilities:	
Special Dietary Requirement:	

First Name and Surname:	
Position:	
E-mail Address:	
Cell Phone Number:	
Work Phone Number:	
Disabilities:	
Special Dietary Requirement:	

First Name and Surname:	
Position:	
E-mail Address:	
Cell Phone Number:	
Work Phone Number:	
Disabilities:	
Special Dietary Requirement:	

First Name and Surname:	
Position:	
E-mail Address:	
Cell Phone Number:	
Work Phone Number:	
Disabilities:	
Special Dietary Requirement:	