

# PROFESSIONAL RECEPTIONIST SKILLS



**Length: 1 Day (8:30 – 16:30)**

## ABOUT THIS TRAINING

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.

## WHO SHOULD ATTEND

Suitable for all receptionists, front line personnel and relief receptionists who would like to develop their professionalism and excel in their role.

## WHAT WILL I LEARN?

- The importance of the receptionist's 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 organised 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

## COURSE OUTLINE

### Module 1: Your customer service role in the workplace

- The important role you play in the organisation
- The importance of knowing your companies business - its goals, products & services

### Module 2: Professional image

- Factors that determine your professional image
- Office etiquette
- Being prepared at all times

### Module 3: Telephone skills and etiquette

- Tone and attitude - what your voice tells your customers about your company
- Answering techniques - greeting your callers appropriately
- Screening, transferring and re-directing calls
- Leaving and taking messages

### Module 4: Communication Skills

- Effective listening and questioning techniques
- Voice techniques

### Module 5: How to handle difficult customers and callers

- Remaining calm and professional
- Addressing the clients' needs

### Module 6: Office Management

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



# Pricing

## WHAT'S INCLUDED:

- A trainer who is a subject matter expert
- A comprehensive learner guide packed with practical tips (PDF for virtual / printed for face-to-face training)
- Digital certificate of attendance
- Post-training Trainer Report

## WHAT THE CLIENT WILL PROVIDE:

Option1: Virtual Instructor Led Training	Option 2: Face-to-Face Training
<ul style="list-style-type: none"> <li>• Fast, reliable internet connection</li> <li>• Computer / laptop for each participant - capable of using the meeting software (Zoom or Microsoft teams) and fitted with a microphone and camera</li> <li>• Printing facilities - should the delegates wish to print their course material before the training</li> </ul>	<ul style="list-style-type: none"> <li>• The training venue, refreshments, and meals for the delegates and the trainer</li> <li>• All audio-visual equipment: data projector, flipchart/whiteboard and pens</li> <li>• Pen and paper for the delegates</li> <li>• Trainer's air or road travel (@R 3.50 pkm) expenses and accommodation for training further than Johannesburg or Pretoria.</li> </ul>

## PRICING TABLE 1 DAY TRAINING COURSE:

Number of Delegates	Price per delegate for 1 Day Training Course (excl. VAT)	Total cost per group based on the number of people attending (excl. VAT)
4	R 3 255	R 13 020
5	R 2 604	R 13 020
6	R 2 170	R 13 020
7	R 1 901	R 13 307
8	R 1 698	R 13 584
9	R 1 540	R 13 860
10	R 1 416	R 14 160
11	R 1 303	R 14 333
12	R 1 227	R 14 724
13	R 1 154	R 15 002
14	R 1 092	R 15 288
15	R 1 038	R 15 570
16	R 990	R 15 840
17	R 950	R 16 150
18	R 913	R 16 434
19	R 880	R 16 720
20	R 850	R 17 000

\*Terms & Conditions Apply. Prices change depending on number of delegates trained.  
Please request a formal quotation.

