

THE RECEPTIONIST – AMBASSADOR FOR FIRST IMPRESSIONS

Without a doubt a good receptionist is pivotal to efficient operations of any successful business. In fact, the receptionist is likely to come into contact with more customers and potential customers than anyone else. More often than not customers base their impression of an organisation on their first encounter and so the role of the receptionist is essentially about public relations.

This workshop has been designed to cover some of the key communication skills and techniques required of professional receptionists and other frontline staff.

By the end of this session, participants you will be able to:

- appreciate your role as an ambassador
- understand the qualities of a customer service professional
- recognise how customers rate service
- build lasting impressions and communicate professionally with guests and customers
- apply the fundamental principles of salesmanship
- handle telephone and personal enquires effectively
- deal effectively with security and safety issues
- deal with aggressive and challenging customers and visitors
- screen and refer complaints



Target audience: Frontline staff

Course duration: One day

Topics to be explored include:

The role as an ambassador for your company

What is good customer service?

The qualities of a good receptionist

Creating first impressions

The five factors customers use to rate service

The telephone as a business tool

Handling private and sensitive information

Give people what they want – exploring your skill as super salesperson

Positive language for positive results

Taking accurate and complete messages

Time and priority management

Dealing with difficult and challenging callers

Handling complaints and customer concerns

What's included?

- *Instruction by an expert facilitator*
- *A highly interactive workshop*
 - *Participant workbooks*
 - *Personalised certificate of completion*
- *Guaranteed return on investment!*

To book this workshop or for more details of how Learning Insight can support your organisation contact: Liz Paine
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