



# Receptionist Skills Training Course

# About This Course

## Receptionist Skills Training Course



### **Do you want to give a great first impression to visitors and callers to your business?**

Our Receptionist Skills Training Course will show those who work on reception how to create a great first impression for your business. The course looks at the behaviours a receptionist will need to demonstrate to give a great first impression. It also looks at the skills needed to handle people in a friendly yet efficient way, along with how to deal with irate people and complicated requests.

This Receptionist Skills training course is delivered as a scheduled open online training course or in-house just for your business.

We deliver the course as a face to face course and a live virtual online course.



# The Course Aim & Objectives

Here's what you will learn on our receptionist skills course



## Course Aim

This Receptionist Skills Training Course aims to provide those who work in reception areas with the skills and behaviours needed to deliver exceptional service to visitors and customers (both internal and external), providing a great first impression.

## Course Objectives

By attending this Receptionist Skills Training Course you will:

- Understand the importance of the role of reception and the receptionist
- Know what skills to use and behaviours to demonstrate to provide an excellent service and a great first impression
- Be able to demonstrate skills to work in a friendly but efficient manner
- Know how to deal with irate people and complex requests effectively

# The Course Content

Here's what we cover in our receptionist skills course



## **The Role of Reception and Receptionist**

- What is the role of reception and receptionist
- The objectives of the receptionist
- Key challenges faced by the receptionist
- What do visitors and customers expect of a receptionist

## **Skills and Behaviours of a Receptionist**

- The skills needed to be an effective receptionist
- The behaviours a receptionist should demonstrate
- Giving a bad impression

## **Individual Skills**

- Looking at the individual skills (i.e. empathy, questioning, assertiveness, communication etc.)
- Communication styles
- Questioning and listening
- Assertiveness

## **Right First Impression**

- Being aware of your body language, voice and the words you use
- Maintaining a calm and friendly approach even when it's busy
- Being pro-active during quieter times
- Ensuring people have a great experience with reception

## **Dealing with Complaints, Irate People and Complex Queries**

- Understanding the common complaints made to reception and how to deal with them
- Diffusing anger and irate people
- Understanding complex requests and dealing with them efficiently

# Delivery Options

How we deliver our receptionist skill course

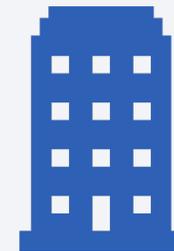


## Open Training Course

**Delivered online as a scheduled open training course**

£215.00 + VAT / €239.00

Price per delegate.



## In-House

**Delivered at your business location or a location of your choice anywhere in the UK, Ireland, across Europe or online.**

We can adapt the course content to meet your specific needs and those of your team.

Contact us for a quote.

# Open Training Course

Attend our scheduled online training course



**We deliver our receptionist skills training course as an online scheduled open training course.**

**Perfect for when there is just you, one of your colleagues or a small group of you that would like to attend the course.**

Our scheduled courses run on a regular basis and are delivered via Zoom.

You will find them just as engaging and interactive as our in-person training course.

See the course page on our website for more details and the course schedule.



# In-House Delivery

Train your team. Train your entire company



**We can deliver our receptionist skills training course just for your team or organisation.**

1

## **Start with an off-the shelf course**

We'll use the content in the overview as a starting point

2

## **Understanding your needs**

We'll work with you to agree what outcomes you want from the course

3

## **Making it yours**

We will shape the content to ensure the course meets your requirements

4

## **Delivering the skills**

We then deliver the course that we've agreed either in-person or online

## **Make it even more bespoke**

We can completely redesign the course to meet your needs. Just tell us what you need, and we can put a no obligation proposal together for you.

# Online Training Course

Fun, engaging and interactive – delivered online



**Our receptionist skills training course can be delivered as a virtual online course.**



**The same great content reimagined for the online environment.**

- ✓ Our open training courses are delivered using Zoom
- ✓ When delivered in-house, we can use the platform you are most comfortable with
- ✓ Re-designed sessions to allow for interactivity and engagement in the online environment
- ✓ The same fun, engaging and down to earth approach
- ✓ Join your course from anywhere

# About Us

Here's a bit about us and what we do



## We are Revolution Learning and Development

**We are a leading learning and development consultancy based in the UK. We provide our services across the UK, Ireland and Europe.**

- ✓ We deliver fun, engaging and down to earth training courses in-person and online
- ✓ Over 20 years of training experience
- ✓ Incredibly cost effective and a real focus on return on investment
- ✓ 92% of our clients rebook us for further training and development
- ✓ Flexible training and development solutions

# Let's Talk

We're here to help



If you have any questions about our receptionist skills course or would like a quote for an in-house course, then just get in touch.

## Call Us:

UK: 03333 444575

ROI: 015549779

## Email Us:

[hello@revolutionlearning.com](mailto:hello@revolutionlearning.com)

## Visit Us:

UK: <https://www.revolutionlearning.co.uk>

ROI: <https://www.revolutionlearning.ie>

EU: <https://www.revolutionlearning.com>