



RECEPTIONIST SKILLS

Receptionists are the first point of contact in many businesses, it's the first impression visitors and customers (both internal and external) get of your business. This **Receptionist Skills Training Course** provides the skills and knowledge needed for those working on reception to provide 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.

Ensure your team give your business a great impression with our **Receptionist Skills Training Course**.

Course Aims

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 the end of the session, attendees will:

- Understand the importance of the role of reception and the receptionist
- Know what skills to use and behaviours to demonstrate to provide a 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

Course Content

- The role of reception and the receptionist
- Skills and behaviours of an effective receptionist
- Understanding the individual skills and when they should be used
- Giving a great first impression
- Handling complaints, irate people and complex requests

Price

Delivered as an in-house course only. Please contact us for costs.

Session Breakdown

The Role of Reception and Receptionist

- What is the role of reception and receptionist
- The objectives of the receptionist
- Key challenges faced by reception
- 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

The 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

Course Information

This is a **one day** training event that Revolution Learning and Development deliver as an in-house course anywhere in the UK

We can make this more bespoke to your needs.

The cost of our open courses includes the learning materials, refreshments during the day and lunch.

To discuss your individual needs, email contact@revolutionlearning.net or call us on 0845 8381729.

Booking terms and conditions are available on our website.