

Reception Skills

Training Course Details

About This Course

This course covers vital theory and practical techniques for all aspects of reception staff skills.

Who Should Attend?

Everybody who works in a customer facing environment – in particular those staff that work a front desk, a reception area, those who answer the telephone. In fact anybody who is a first point of contact.

Course Objectives

To highlight the importance of good customer care and to gain skills in dealing with difficult people and how to deal with complaints effectively.

Course Overview

Welcome and introduction, followed by:

- The role of the receptionist
- Principles of good customer care
- The importance of image
- Organising the reception
- Listening skills
- Handling complaints
- A vital team member
- How to meet and greet
- How to portray confidence and competence
- Essentials of good communication
- Dealing with difficult people
- The difficulties of using the telephone

Practical scenarios to recap key points

Assessment – written and practical

Course Details

Duration **1 day**
Certificate **Certificate of completion provided**

Course Title **Reception Skills**
Course Ref **HR012RS**