



PROUDLY PRESENTS

Reception Workshop

What's in it for you?

For many people, the Receptionist is their first point of contact with an enterprise. First impressions are very important and ongoing contact through the receptionist sets the tone for relationships between the enterprise and the outside world. This is true whether the contact is telephonic, electronic or face-to-face. An articulate, friendly, competent, informed and concerned receptionist is an invaluable asset.

Yet almost all of us will have experienced receptionists repeatedly who signal their unsuitability for the job, or their poor training, by answering the phone unintelligibly with the name of their enterprise, and continuing the interaction in the same unsatisfactory way. Some enterprises assign accountability for reception to the marketing director in an effort to avoid poor performance of the job.

What you will get from this workshop is a receptionist who understands the importance of the function and comes across to the outside world as friendly, informed and concerned and, by so doing, creates the basis for a good opinion of the enterprise. The importance of that cannot be overstated.

Of course the characteristics of being articulate and competent need to be evident when the person is first appointed. If they are neither of these they have no business occupying the job of receptionist.




Who should attend?

All receptionists.


What are the objectives of the workshop?

To provide receptionists with an understanding of the importance of their job to the enterprise, and the fact that the way the job is performed can have a very positive or very negative effect on the Brand, and to provide them with the knowledge and skills to meet the high standards expected of people in this position.


Content


-  Introduction to Reception.
-  The importance of Marketing and Brand Image.
-  Basic duties.




 Communication:


- Phone skills.
- Face to face communication.
- Email etiquette.

 Professionalism

 Action Plans

- What they are.
- How and when to write them.

 Self-evaluation

 Templates and examples

Each workshop includes the vital skill of Action Planning!

This workshop is one of the building blocks of the world-class

T³ Leadership/Management System

A fully integrated system to run any enterprise, including hard and soft skills.

General Information

Price: Prices to be provided on request

Duration: One day

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