

# Reception & Telephone Skills

**Duration: 1 Day**

**Venue: Cardiff**

## Book Today Start Projecting a Positive Image

### Overview

This course will provide you with a comprehensive knowledge of how to deal with people in a receptionist role. The course will teach you how to create a positive customer perception through your appearance, tone of voice, customer service and communication style. Telephone call handling will also be explored to give you all the skills you need to become a great shop window for your organisation.

### Who should attend

This course is perfectly suited to new and existing receptionists, secretaries or administrators. Anyone who is greeting or dealing with customers either on your premises or via the telephone.

### Content

#### **The Person:**

- Image – Looking and feeling part
- The positive approach
- Two-way communication
- Handling and taking over at break
- Handling the awkward person
- Greeting visitors
- Keeping visitors waiting

- Appearance

#### **The Telephone:**

- Basic ground rules – The Do's and Don'ts!
- Call introduction – external and internal calls
- Call ending
- Achieving “Two Way Communication”
- Handling difficult callers
- Voice
- Effective speaking
- Your responsibilities
- Message taking and relaying
- Barriers to perfection
- Helpful and hindering mannerisms

**Book Now**

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