

# Perfect Receptionist

## DESCRIPTION:

Several phone lines are ringing, lights on the phone are blinking, coworkers are asking questions and here comes a customer or client. How does the person manning the front desk of an office handle several people simultaneously with professionalism and poise? This training program is specifically designed to answer this and other important questions for those who work as an organization's first representative at the front desk. In addition to learning effective verbal and visual communication, people will find out how the expertly satisfy even the most demanding and difficult customers.



## OBJECTIVES:

Upon completion of this program participants will be able to:

- Present themselves in a professional image
- Understand and practice tips to improve productivity/ improve multitasking skills
- Understand and apply tactics for communicating with ease over the telephone and in person
- Understand how to deal with surprises that occur at the front desk.

## TRAINING CODE:

PERHR 15

## DURATION:

15 Hours

## MODE OF DELIVERY

- Presentations
- Group discussions
- Role-playing
- Self-assessing exercises

## DESIGNED FOR:

This course is suitable for

Level 02

**OUTLINE:**

- Responsibilities of a receptionist
- Communication
- Assertiveness
- Handling Complaints
- Telephone Skills
- Dealing with different customers
- Six Step guide to become a  
Perfect Receptionist

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