

Professional Receptionist



INTRODUCTION

This course takes an in-depth look at the vital role of the receptionist and the important contribution they make to the successful and effective running of any business. This is suitable for those who wish to represent a company in a frontline receptionist position, or who are asked to deputise in this important role from time to time and want to ensure they fulfill this position to its fullest.

The course will provide different skills and explain different vital telephone skills and etiquette that each receptionist must know.

Target Audience

This is a dynamic training workshop designed for receptionist or/and administrative assistant who deal with customers, guests and those who receive calls and enquiries.

Course Objectives

The course will help you understand the importance of the receptionist's role and how to project the best image for your company. It focuses on increased work effectiveness through better understanding and application of the key responsibilities involved in this job role.

Course Contents

- Understanding the duties of a receptionist
- Receiving visitors professionally
- Office Management Fundamentals
- How to present a positive image
- Business Writing
- Telephone Basic Etiquettes
- The importance of voice and attitude
- Learning what to say and what NOT to say
- Taking messages, handing over and re-routing calls