

OFFICE SKILLS: Telephone Techniques / Reception Skills

Course duration: ½ day / 1 day

Who should attend:

This course is aimed at anyone with little or no previous experience. It will enable receptionists to develop professional telephone and communication skills. By reviewing examples of good and bad practice, the course will reinforce the importance of their public relations role, highlight their influence and effect on customers and raise their awareness of the key interpersonal skills essential for their success.

Previous knowledge required:

An understanding of the telephone system used by their employer

Course benefits:

To bring delegates to a level of competence that allows them to answer the phone, make calls and deal with visitors in a business environment

What you will learn:

By the end of this course you will be able to:

- Build good customer relations and project your organisation in a professional manner
- Communicate well – both internally and externally
- Develop effective listening skills
- Take appropriate action when faced with difficult callers and awkward customers
- Handle complaints
- Answer the telephone in an appropriate manner
- Make calls effectively
- Manage the reception area
- Provide the highest level of internal customer service when taking and relaying messages