



[www.braceybusinesstraining.co.uk](http://www.braceybusinesstraining.co.uk)

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## **Receptionist Skills**

The first point of contact your customer will probably have with your organisation is the Receptionist. This member of staff has the ultimate responsibility of creating the right impression of your business. After all, you never get a second chance to make a first impression and this may well affect any future trading relationship you hope to have with a customer.

### **Course Objectives**

This course will enable your receptionist to handle more professionally and with increased confidence, customers, internal staff, enquiries (internal / external) and complaints.

### **Course Content**

Getting the best from the telephone  
Telephone behaviour and manner  
Projecting the right image  
Speech, Diction, voice control and confidence  
Accuracy in finding out what the caller / visitor wants  
Taking messages the quick, easy and correct way  
Handling the difficult caller / visitor  
Verbal and non-verbal communication skills  
Customer care  
Various exercises

### **Suitable for**

Anyone who is responsible for meeting customers and visitors to your organisation either face to face on the telephone.