

HAMILTONMERCER



Receptionist Training

Receptionist Training Overview

As the face of the company, receptionists have the 'front line' responsibility of showcasing the company culture, level of professionalism and customer service given to its clients.

Who Should Attend?

Receptionists, front of house staff and switchboard operators communicating with internal / external clients by telephone or face to face.

Course Topics

The Receptionist Role

- Corporate etiquette and awareness
- Presentation, dress code and company ethos
- The expectations of internal & external clients
- Prioritising a busy workload and managing the reception area

Meeting and Greeting Visitors

- Welcoming visitors and making an excellent first impression
- Confident body language

Customer Care

- Maintaining consistency and delighting customers
- Building rapport, Matching & Mirroring skills
- Helpful attitude and acknowledging customers needs

Communication

- Professional voice, tone and language - Positive and negative phrases
- Active listening skills and effective questioning techniques
- Assertiveness Techniques - Passive, Aggressive and Assertive

Telephone Skills

- Developing a professional telephone voice
- Preparation and structuring calls
- Screening and transferring of calls
- Using discretion when handling unwanted calls
- Getting the most from enquiries and accurate message taking

Handling Difficult People

- Keeping calm under pressure
- Taking control and leading situations forward
- Showing genuine interest and empathy
- Providing alternatives where necessary

Course Dates

Please visit www.HamiltonMercer.com or call us for course dates and availability.

Course Information

- Length: 1 day (9.30am - 5pm)
- Price: £275+vat per delegate

Bookings & Enquiries

- Call: 0800 121 4660
- Email: info@hamiltonmercer.com

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