

The Successful Receptionist

First impressions count – make sure yours has maximum impact

Organisations tend to put the most junior and inexperienced person on reception, yet this can be a classic mistake. A new arrival doesn't necessarily have a complete understanding of the phone system or any computer-based internal information system. In addition, if you're a bit shy and find it hard to welcome visitors brightly and with a cheerful, helpful smile, they can feel just the opposite. As a result, visitors' first impressions of your organisation can be of inefficiency and even ineptitude – not very confidence-inspiring.

'Successful Receptionist' will help you hone and develop your skills as a professional and will help your organisation impress its visitors and win and keep customers.

We will help you understand the significance of your role in delivering excellent customer service both face to face and on the phone and the importance of projecting the best image for your organisation. We will look at what excellent service looks like and give you tips on delivering and maintaining this level of service to improve your communications with customers.

We will cover:

- Role and responsibilities of the receptionist
- Communication and attitude, including listening and body language
- Promoting a professional image – the reception environment; meeting and greeting; handling multiple customers; use of the voice
- Creating and maintaining a strong business relationship with customers
- Handling complaints
- Excellent customer service
- Essential telephone techniques – professionalism; greeting the caller; message making and taking; controlling the call
- Personal development – staying motivated

In addition you will be asked to self-assess your skills using a personal development checklist to help you identify areas for development and then write yourself an action plan.

Signing up for the Successful Receptionist is a clear indication of your commitment to being the very best 'meeter and greeter' for your organisation. When the course is over you will exude confidence and be more than capable of meeting this objective.

The cost of the course includes all refreshments, as well as a hot à la carte lunch. You will also receive a certificate of attendance and a complete pack of course materials.

Our Philosophy

Courses and workshops from Indiquo are designed to engage and entertain, as well as inform – that’s how we can promise to make what can seem to be the duller subjects interesting. Our trainers have real-world experience at all levels of the organisation, so they speak your language and understand your issues and problems. And because they have ‘been there and done that’, they know how to get straight to the heart of every subject.

Our trainers ensure they keep right up to date with cultural and procedural changes in office life by engaging closely with course participants and building relationships with workshop attendees that endure long after the courses are over.