

Professional Receptionist – Your Company's Image Matters!

Objectives: To understand the importance of the receptionist's role. Gain a full awareness of what is involved. To increase your confidence to perform. To understand the importance of having the right attitude and to learn how to make a good first impression. Understand what is involved in best telephone practice and how to acquire a confident and friendly telephone manner. To develop strategies for dealing with difficult people and situations.

Designed for: This course is for staff who are representing the company in a front line reception position, or who are asked to deputise in this important role from time to time.

Prerequisites: None.

Course Content:

- Identifying your personal strengths and areas for development
- The link between attitude and performance. What forms a good or wrong attitude? How does your attitude and motivation affect your performance? What can you do to improve your attitude when you have a 'bad' day
- The role of the receptionist – how do you feel in your role? What are your main tasks? What does your role involve in the wider organisational context? The importance of first impression – your handshake, personal presentation & body language and communication skills
- The essentials of good telephone manners. What good telephone manners involve. The importance of your voice, how you speak and what you say. Taking and handling messages
- What you need to keep in mind. The importance of the Company Image. The importance of interacting with Clients/Colleagues. The Reception Area

Duration: 1 day workshop

What Next?

- Minute Taking – A Practical Guide Workshop

Make sure this course is right for you - have a friendly chat with a Course Adviser, arrange to drop in to have a FREE taster or book a place...

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