



Professional Receptionist Course

OBJECTIVE AND OVERVIEW

To provide a fully realistic approach to the role of a professional receptionist. This course aims at giving you the people skills needed for the role,

BENEFITS

- Tutor led in-house training.
- Internationally recognised
- Assistance with job hunting
- Excellent value MS –Office and technical skill add-ons available

CONTENT

- The job role of a professional receptionist
- The importance of the first impression.
- Know your company so you can project its image.
- The importance and effect of personal appearance
- The friendly but professional approach.
- Effective listening
- Know regular clients and let this be seen
- Communication skills for receptionist, the importance of body language
- The importance of quality customer service
- The ability to be assertive
- Multi tasking and multiple simultaneous clients
- Telephones and their effective use
- Difficult situations
- Use of positive but firm techniques

N.B the course does not include training in client technical equipment and specialised software, which is generally trained at client premises on the system used at a particular location.

FORMAT AND OUTCOME

The main course is tutor led in a classroom environment, some role will be involved to simulate real situations.

Additional typing or MS Office training can be undertaken on a flexible basis over a two month period after the course.

Outcome

Assessment certificate will be issued after successful completion of role play.

If you take add-on skill units each of these will have an exam and certificate.

DATES AND DURATION

The course runs over two days but you will need longer if you want to add additional technical skills, typing etc.

WHAT DO I NEED TO JOIN, WHO IS THIS COURSE FOR?

You need a good secondary education plus keyboard skills and ideally some office experience. If you do not have this it may be that the Secretary Receptionist Foundation level course will help or be more suitable. You can gain advice on this from the centre.

This course is suitable for a variety of people such as:

- Existing receptionists looking to consolidate their skills and obtain certification and confidence.
- People from other sectors looking for career change
- Company employees looking for consolidation training.