

# Reception perfection!

## Overview

The often-used phrase, 'just the receptionist', completely misrepresents the role. An excellent receptionist is a most valuable resource for any organisation.

This programme has been designed specifically to deal with the essential skills necessary to represent the organisation to the best possible effect.

It will also help you get the most out of your working day.

## Objectives

There are five key benefits from attending this programme:

- Enhanced understanding of the vital role of reception
- Improved communication skills
- Increased ability to deal with different types of customers and situations
- Efficient and effective information flow within the business
- Additional confidence

## Who should attend?

Anyone who is relatively new to the role – including those who are required to cover reception – as well as more experienced staff who would welcome a refresher to consolidate and confirm existing skills.

## Format

This one-day programme is very practical and focused. Very clear and specific skills, models and techniques are covered. This programme can also be run as a half-day.

## Expert trainer

Candy is a highly experienced trainer who specialises in receptionist skills training. With a background in media sales, the music industry and managing service businesses, her clients come from an impressive range of sectors including legal services, media, leisure and hospitality, telecommunications, software systems, healthcare, engineering and the events industry. She has a registered trademark – 'Putting a Smile on the Customer Interface'™. Feedback from Candy's 'Reception perfection!' programme is always very positive, as the following comments from participants show:

*'Brilliant!'*

*'Candy is so professional. Makes everything seem possible.'*

*'Very professional. Went so quickly because I enjoyed the training.'*

*'Learnt a lot on subjects that I wouldn't think to ask about.'*

*'Invaluable tips and suggestions to improve how you do your job and handle yourself at reception.'*

*'Candy was very knowledgeable, very professional and a pleasure to learn from.'*

*'Very, very good, interactive and lively. Answers questions raised with examples which really helps.'*

## Workshop outline

### 1 Introduction

- Workshop objectives and personal objectives
- The challenges of 21st century communication
- What makes an excellent point of Reception? And why is it so important?
- Who and where are our customers?

**Any questions? Please just give us a call on 01582 463464 – we're here to help!**

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- As a customer, how do you like to be treated?
- What makes people feel valued?
- Objective and subjective aspects of customer service
- 'Micro moments' that shape the relationship

## 2 Communication mix

- Differences between communicating face-to-face and over the telephone
- The power of positive terminology
- The importance of first impressions
- Conveying welcome and efficiency
- Information 'leaks'
- How accurate are your listening skills?
- Taking and leaving messages
- Considerations for how emails are received
- Flexing to fit task or relationship inclined clients and colleagues

## 3 Telephone excellence

- How we use the telephone
- Qualities of the telephone
- Non-verbal communication on the telephone – what aspects can be 'seen' by the other person?
- Professional telephone etiquette
- Taking and leaving messages – key points that can help customers, colleagues and the organisation
- Clarifying information

## 4 Listening skills for accuracy and relationship building

- How accurate are your listening skills?
- What are the challenges for accurate listening?
- Active / empathetic listening

## 5 Creating a rapport by 'style flexing'

- Understanding how different people communicate
- Shaping our message to the other person so that they feel understood
- How changing situations can alter communication needs

## 6 Confidence and assertiveness

- Recognising different styles of behaviour – aggressive, passive and assertive
- Qualities of assertive communication – verbal, vocal and visual
- Assertive techniques – basic, persistence, negotiation / empathetic
- Demonstrating confidence

## 7 Coping in a pressurised environment

- Words – the most useful ones to use with stressed people and identifying the 'red rag' words
- Challenging situations – what do you find difficult and how do you respond?
- Dealing with outbursts of anger
- Bringing non-stop talkers back from their tangent
- Constructive ways to say 'no'

## 8 Pulling it all together

- Action plans
- Summary of key learning points

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