



## Receptionist Skills Training (1 day)

### Course Overview

**Fact: *A well maintained reception area, together with effective customer interactions create a positive first impression to anyone visiting.***

One of the most common ways our customers interface with employees is in the reception area. Therefore, maintaining this area and ensuring that you are giving your customers the best possible impression is essential. Your reputation for service can depend on how well you do this.

This workshop includes dynamic trainee/trainer interactions and discussions, written and oral exercises, voice recordings, case studies, reflection, quizzes and a workbook for each participant to take back to the workplace.

### Target Audience

This workshop is designed for everyone who could be stationed in the reception area – receptionists, call centre agents, customer service representatives, and all customer-facing staff.

### Course Outline

#### ***Section 1: Receiving Visitors***

1. Acknowledging and greeting visitors
2. Creating a comfortable rapport
3. Professionalism

#### ***Section 2: Consulting with Visitors***

1. Establish visitor's requirements and reasons
2. Attend to visitor's enquiry promptly
3. Convey the estimated time / waiting period
4. Send and receive documents and items effectively

#### ***Section 3: Directing Visitors***

1. Directing visitors with clear directions
2. Notifying the relevant party of visitor's arrival



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#### ***Section 4 - Security Procedures***

1. The signing in and out of visitors
2. Visitor's cards and validation
3. Handing in of firearms

#### ***Section 5 – Telephone Etiquette***

1. Clear your mind
2. Answer telephone promptly
3. Be present with your caller
4. Prepare your phone voice
5. Offer your standard greeting
6. Be prepared before you respond
7. Making and ending a call