



## Receptionist Skills Training

Welcome to the Receptionist Skills Training.

The Receptionist is the first person who deals with any calls or business for the company and as such, should be provided the tools and solutions they need for them to enhance their performance as well as skills when it comes to dealing with customers both personal or over the phone. Part of the training include mastering body language and emotions, perception, recollection of names and even faces, as well as dealing with stress.

You will learn valuable skills that are in high demand today in the modern Office. This course will teach you the basics of office management and help you to be a professional receptionist. You will become a competent receptionist in today's tech-driven offices as you go through each lesson. We go through multiple facets of the role including telephone skills, communication, time management, stress management, organisation and much more. Students can also gain the professional skills necessary to navigate the rapidly-growing world of modern office technology.

## **Course Overview**

This course is designed to equip those working in reception with the skills and behavior to give exceptional customer service. It will make a good first impression. This course will teach students the fundamentals of staff and managerial support, as well as soft skills for receptionists.

### **This training will help teach participants how to:**

- Greet /build rapport within seconds
- Correctly screen calls
- Learn answering machines methods
- Receive and make calls in an effective way.
- Identify ways to handle complaint or disarm clients
- Communicate with others in the workplace.
- Learn the telephone essentials or tips to increase performance.
- Deliver a WOW service to customers
- Identify essential reception skills
- Learn the different body language

### **Greeting/building rapport within seconds**

You will learn how to use mirroring techniques in order to build rapport with customers within seconds with lessons on how to tweak your approach with your first impression statements.

### **How to screen calls correctly**

This training will teach you how to screen calls effectively in order to save time and wages due to time lost.

### **Answering machines methods**

Part of the training is to learn how to deliver an effective message that has a strong statement that can aid in improving the company's image.

### **Receiving and making calls**

Our trainers will review the current script of the company and tailor fit the wordings and flow of the message for the receptionist to be more efficient in receiving and making calls.

### **Professional telephone skills**

This training is designed to teach receptionists on how to stand out professionally with regards to their telephone skills

### **Complaint handling/ disarming clients**

It is important for a receptionist to be able to disarm or handle irate customers. Learn how five easy statements can diffuse a tense situation.

## **Collecting messages correctly**

In this session, you will be trained on how to effectively collect messages through retention and note taking.

## **Communicating in the workplace**

This training will provide you with the tools and tips you will need to become an expert communicator to reduce any issues because of miscommunication.

## **Vocal use/word importance**

How you deliver a message through the use of words and tone is vital. This training will teach you how.

## **Responsibilities and duties**

The Receptionist plays a vital role in a company which this training will provide you with information on the duties and responsibilities covered by the job.

## **Participate in workplace safety procedures**

In case of emergencies, the reception area will always be the first place that will be contacted. Learn the skills to needed for this kind of situation.

## **Process and maintain workplace information**

In this discussion, you will receive additional tools that will aid you in improving your personal skills with regards to organizing and delegation in the workplace.

## **Deliver a WOW service to customers**

You will learn how to meet and exceed your customer's expectations by providing them with an excellent service.

## **Questioning techniques**

Questions need to be asked to gain information. This training will teach you how to use proper line of questioning to direct conversations.

## **Telephone essentials- Tips to increase performance**

The telephone is a useful tool in a receptionist's arsenal. This training will teach you how to use it an efficient manner.

## **Body language signals**

In this training, you will be taught how to read body signals which can help you respond better when dealing with customers face to face.

## **Workshop Wrap-Up**

At the end of the course, students will have an opportunity to ask questions and fill out an action plan. Visit <https://paramounttraining.com.au> for more information or call 1300 810 725