

Front Office Skills

The role of the modern reception personnel is expanding. As well as performing general reception duties, they are increasingly expected to undertake a wider range of other tasks to better support the organisation. In just the first few minutes of interaction with a customer or visitor, the reception personnel set the tone for the company. As a matter of fact, the modern reception personnel serve as a crucial central coordination point for the organisation and their contacts with clients, suppliers, customers etc.

Course Objectives

1. Understand and improve your communication skills over the phone and face-to-face
2. Learn to create the right first impression while meeting and greeting visitors
3. Be able to handle complaints and deal with aggressive callers positively
4. Build your value to your internal customers by learning to build rapport with them
5. Achieve win-win outcomes with difficult situations and prickly personalities
6. Improve your ability to manage conflicting priorities
7. Learn to manage paperwork and emails
8. Identify time wasters and learn how to avoid them

Who should attend?

All front reception staff that directly comes into contact with customers, both face to face or on the telephone.

Duration: 6 Hours

Fee: €155.00

Course Outline

Identifying the role and responsibilities of the modern receptionist

Projecting a Professional Image

- Understanding that you are the 'face' of the company and the importance of your role
- Understanding how body language affect people's first impression of you
- How to project a professional image
- Organising your front desk area and ensuring that literature is up-to-date

Communication Skills

- What is effective communication?
- Listening Skills
 - Five deadly sins on non-listening
 - Active listening skills
- Non verbal communication
 - Body language
 - Tone of voice

Perfecting your Telephone Skills

- Recognising the impact of the absence of body language when on the phone, and how to compensate for it
- Conveying a positive image by using appropriate phone greetings that are warm and welcoming
- How to put callers on hold politely and alternatives to keeping them on hold indefinitely
- How to deal with aggressive callers with positive phrasing techniques
- How to be assertive yet polite over the phone
- Tips on how to take messages quickly and accurately over the phone

Managing Visitors

- How to receive visitors professionally- making visitors feel welcome
- Managing visitors arriving and leaving the building
- Keeping track of visitors
- Providing information and advice to visitors and guests

Managing Couriers and Suppliers

- Keeping track of deliveries and couriers
- Booking couriers and taxis, including cross checking invoices for these services
- Take decisions on the use of suppliers related to the reception function
- Supplier liaison - how to get the best from your suppliers in the reception function

Internal Customer Service

- Understanding how and why it's important to treat colleagues as internal customers
- Working closely with colleagues as internal customers to build the value you add to them
- Updating and issuing information to appropriate internal customers to ensure that they have current and accurate information

Managing and Dealing with Prickly Personalities

- How to deal with annoyed or angry customers/visitors using the LAST technique and how to adapt it for face-to-face interactions vs. telephone interactions
- How to say 'no' without upsetting internal and external customers

- Being assertive with and handling prickly people with tact and diplomacy
- Simple negotiation skills to get a win-win outcome for both parties

Managing Multiple Responsibilities and Priorities

- Prioritising the daily plan
- Tackling important versus urgent tasks
- How to avoid time-wasters
- How to manage conflicting priorities
- Managing paperwork and emails
- Effectively handling interruptions
- Managing small projects