

# THE PROFESSIONAL RECEPTIONIST



## COURSE OVERVIEW

When customers walk through the door and are greeted by the receptionist or they call a business and the receptionist answers the telephone – they are forming an impression about the company, products and services.

As a receptionist you must represent your company through your appearance, behaviour, attitude, business manners and communication skills. No matter how busy the receptionist area is in your organization, everyone counts on the receptionist to always project a professional image and make a great first impression about the company.

The challenge is, how does the person manning the front desk of an office handle several incidents with ease, poise and professionalism? How can they efficiently handle situations when several telephone lines are ringing, co-workers are asking questions, and customers are waiting for their attention? This course is specifically designed to address the needs of those who sit at the front desk and who unwillingly are the first ambassadors to their organization and create the clients first impression.

## OBJECTIVES

- How to make a first impression people will remember
- To review best telephone practice and learn how to direct calls correctly
- How to develop strategies for dealing with difficult people and situation
- How to receive visitors professionally
- To develop effective listening skills and focus on customer care
- How to stay motivated and be part of the company team

## COURSE OUTLINE

- Module 1: The Receptionist
- Module 2: Receptionist at Work
- Module 3: Using the Telephone
- Module 4: Dealing with Awkward Situation
- Module 5: Image Enhancement
- Module 6: Quality Customer Service
- Module 7: An Action Plan

## TARGET AUDIENCE

Receptionists  
Telephone operators  
Front-line staff

## COMFORI SDN BHD

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