

**SBL CLAIMABLE**

# THE PROFESSIONAL RECEPTIONIST



## 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.

## 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

## WHO SHOULD ATTEND?

- Receptionists
- Telephone operators
- Front-line staff



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