

The New Receptionist

Overview

An effective and competent receptionist is a valuable asset to your company.

The first impression a customer experiences can have a long lasting impact. Those who have been dealt with professionally and courteously will look upon you and your organisation in a more positive light.

This is a practical course covering basic communication skills, telephone etiquette, how to build customer relationships, deal with difficult customers and ensure a positive outcome.



Intended for

All receptionists and front line staff who come in contact with customers, both face-to-face or on the telephone.

Learning Outcomes

- The receptionist's role as ambassador for their company
- Gain confidence and provide more effective support
- Deal with customers and staff effectively over the telephone or face-to-face
- Develop time management skills and prioritise work effectively

Certification

A Certificate of Participation will be issued at the end of the course.

Customised Training

If you have six or more participants, the course can be presented at your workplace using customised site based examples.

Duration: 4 hours

Fee: Contact AVELING for group rates

Dates: On request

Morning tea included.

BOOKINGS

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