

RTE5101

RECEPTION & TELEPHONE ETIQUETTE

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OBJECTIVE

The course is also appropriate for receptionists and call centre staff. The receptionist's telephone skills is the first impression customers have of any business.



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Reception & Telephone Etiquette

The course is also appropriate for receptionists and call centre staff. The receptionist's telephone skills is the first impression customers have of your business. Ensure your receptionist or call centre agent creates a professional impression of your company.

Course Outline

Module one: Monitor and control the reception area

- Self Awareness
- Monitor the maintenance of the reception area
- Housekeeping operations are maintained
- Areas not meeting the required standards
- Actions and procedures required to rectify substandard areas

Module two: Monitor the presentation of the reception area

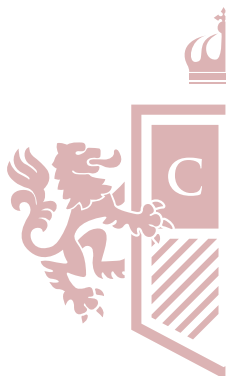
- Presentation of reception area
- Areas of non-conformance
- Remedial actions

Module three: Monitor the implementation of security procedures in reception area

- Brief staff on security procedures
- Visitors' cards and permits
- Firearm procedures
- Discrepancies and problems

Module four : Understanding customers

- Attitude and aptitude
- Telephone etiquette and customer service
- Understanding different personalities



Module five: using the telephone with confidence

- Answering / accepting the call/ the number of rings
- The greeting
- Effective communication skills
- Professional speech / choice of words
- Language
- Articulation
- Voice control
- Transferring calls

Module six: telephone techniques and skills

- Using a switchboard
- Taking messages
- Distribution of messages
- Ending calls
- Listening skills
- Dealing with abusive callers
- Confidential information
- Telephone answering simulation
- Summative assessment

