WEBINAR: Training for Receptionists

LIVE WEBINAR
VIA ZOOM

Overview

There is a barrage of visitors and job applicants at the reception. The lights on the switchboard are blinking. The fax machine is beeping. A gentleman from FedEx arrives with a delivery package. The receptionist or front desk staff has on his/her hands the big responsibility of creating an initial positive experience that will leave a lasting impression about the organization he/she represents. This one-day seminar will tackle effectiveness and efficiency scenarios and provide techniques for the participants to apply in their jobs. In addition to proper phone and message handling skills, learners will display courtesy, tact and diplomacy in their interactions with company visitors, job applicants, clients, suppliers, or patients.

Objectives

At the end of the program, the participants should be able to:

- Describe the value of the receptionist's job in the organization
- Demonstrate behavior that reflect a professional image
- Manage telephone communication with clarity and courtesy
- Deal politely with dissatisfied or discourteous visitors, clients or employees
- Manage waiting guests due to appointment delays or sudden cancellation
- Create a personal development plan

Who Should Participate

- Receptionists
- Office and support staff
- Secretaries
- Front desk staff
- Information clerks

Key Topics

I. The Receptionist

II. Office Equipment

III. Professional Image

IV. Verbal and Written Communication
A. Answering calls effectively
B. Writing Persuasive Letters

V. Customer Service
A. External Customers
B. Internal Customers

VI. Handling Complaints

VII. Personal Effectiveness

Reserve now! Call us at:
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BusinessCoach, Inc.
QUALITY BUSINESS TRAINING

Duration

- 3 hours

Webinar Fee

- Php 2,000.00 per participant (inclusive of e-Handouts and e-Certificate) to be paid at least 3 banking days before the event

Requirements

- Mobile phone, tablet, computer or laptop
- Download free ZOOM app
- Internet connection
- Good audio connection

Reservation

- Please call to register (0915.205.0133|0908.342.3162 | 0933.584.7266|(02) 8.727.5628) or use the registration form below. Kindly fill-out and email to businesscoachphil@gmail.com. You will receive a confirmation within 48 hours.

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