



Reception & Telephone Skills

Course Overview

Staff in front-line or support roles play a very significant part in projecting the image of your business and can influence whether or not customers decide to do business with you. This practical one day course will help front-line employees to develop their interpersonal skills and make a positive impression on customers. It will also equip them with strategies for dealing effectively with difficult people or situations.

Who should attend

Anyone who works in a front-line role dealing with customers face-to-face and over the telephone will benefit from developing skills and strategies necessary for carrying out this important role.

Course Objectives

By the end of the course participants will be able to:

- Outline the roles of front-line staff and how to project positive first impressions
- Explain the importance of good customer service and how to make it happen
- Communicate effectively with customers face to face and over the telephone
- Recognise different behaviour styles and their effects
- Demonstrate assertiveness skills for dealing confidently and professionally with difficult customers or situations

Course Content

- Roles carried out by front-line staff
- Principles of customer service and benefits from different perspectives
- First impressions count - how to make the right impression
- Balancing the needs and demands made by external and internal customers

- Importance of attitudes
- Overview of essential communication skills
- Problems caused by poor communication
- Telephone techniques – use of voice and tips for good practice
- Questioning, listening and responding skills
- Face to face communication – rapport and body language
- Introduction to assertiveness and different approaches to dealing with difficult situations
- Practising assertiveness techniques
- How to deal with customer complaints using the CLEAR technique
- Personal action notes

Reviews

“The entire course was very helpful and very well delivered.” AC, SAC Consulting

“Very interesting course and I learnt a lot about the topics..” DS, SAC Consulting

“I very much enjoyed and benefited from the day.” EH, SAC Consulting

“Trainer very good. Engaging delivery. Focused on our business so obviously done her homework.” DS, SAC Consulting