



## INNOVATIVE MANAGEMENT & PROFESSIONAL TRAINING

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### THE PROFESSIONAL RECEPTIONIST

Duration: 6 hours

**First Impressions are lasting.** The Receptionist is the first point of contact for visitors/clients to an office. The impression created at this point of contact will affect how visitors/clients view the rest of their visit.



What your organization needs is a professional receptionist who is pleasant to the visitor/client face to face or over the telephone. The professional receptionist can make the difference for your organization: resolving problems while handling the varied demands of the job in an assertive, controlled and efficient manner.

The professional receptionist is an asset to any organization and the difference goes right to the bottom line.

#### **Course Content**

*Participants will learn:*

- How to make a positive first impression that visitors/clients will remember
- Best practices in managing telephone calls
- Strategies for dealing with difficult people and situations
- How to receive visitors professionally
- Effective listening skills and how they impact customer care
- The importance of being self-motivated and being a team player

Participants will benefit from increased work effectiveness as they gain a better understanding of their job role and its importance to the organization. Participants will be required to develop a personal action plan for improvement that can be implemented successfully in their own organizations.

**Maximum number of participants: 20**