

## THE RECEPTION SUITE

A selection of half day workshops that will provide an invitation to any reception



### THE ROLE OF THE RECEPTIONIST

Weds 14th September  
9.00am-12.00pm

The role of the receptionist is not just about smiling and answering the telephone. Our customers' are not just the people who come in through the door but the internal staff who rely on reception to handle customer issues professionally and for the receptionist to act as an ambassador for the company. This course will look at the way customer service within reception is approached. The participants will explore internal service chain issues and look at the way that customers are currently managed and identify areas where change needs to be implemented in order to improve and develop the level of service currently provided. We will explore your customer 'journey' to see if there are any bottlenecks preventing quality service being provided.

- What are the expectations of our clients / customers?
- What standard of service are we currently providing?
- What are the needs of our customers in order to fulfil their expectations?
- What do we need to do to align our activities to meet the needs of the customer?
- Creating the right impression to the customer
- Communicating with the customer
- Our body language and how it impacts on the customer impression
- Developing and maintaining a positive attitude

Chamber members            £75.00 plus VAT  
Non Chamber members:    £90.00 plus VAT

Venue: Chamber Training Office  
34-38 Beverley Road, Hull, HU3 1YE.

For further details and bookings, please contact:  
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or email [c.gill@chambertraining.com](mailto:c.gill@chambertraining.com)



### TELEPHONE SKILLS FOR RECEPTION AND FRONT LINE STAFF

General skills

Weds 28th September  
9.00am-12.00pm

That first call is so important in creating the correct image of the organisation. It is not just a conversation but an opportunity to project a positive and professional image of the business. This course will look at how to create the right impression on the telephone. Handling that call..... ensuring that calls are passed on confidently and courteously. Making customers feel that they are important, valued individuals whose business we want!

- What is the 'right' image – what are we trying to achieve?
- Using the correct phraseology on the phone
- Your tone of voice and body language (yes, even on the phone!)
- Transferring and announcing calls to others
- Recording and monitoring responses
- Professional etiquette on the phone

### TELEPHONE SKILLS FOR RECEPTION AND FRONT LINE STAFF

Staying in control with difficult callers.

Weds 28th September  
1.00pm-4.00pm

This course will help participants to identify key methods that may be of use within their own organisation to help them to cope with, understand, and deal with individuals who are, for whatever reason, "difficult". Using assertiveness skills the participant will leave the course feeling "empowered" to face and cope with the behaviour of others in a professional way which does not impact on the needs of the organisation.

- Recognising different types of behaviours
- To challenge? (that is the question)
- Remaining unflustered in order to move forward
- Using assertiveness skills to cope with the difficult attitude of others