

Advanced Reception & Front Desk Skills

Duration: Half day

Maximum 12 delegates

About the course

This half day workshop is designed to enhance existing skills in order for participants to give even better customer service to both visitors and staff. It will build on your current personal and interpersonal skills enabling you to manage others, gain support and handle conflict effectively.

Who should attend?

This workshop is for anyone who has already attended the half-day introduction to reception and front desk course or who has experience of working on reception and wishes to brush up their skills. You will gain more control of your time and identify clear goals and organisational skills.

Course Objectives

By the end of this workshop you will be able to:

- clarify key relationships and the critical elements of your role within the organisation
- focus on time management in order to handle the workload efficiently and integrate tools and strategies to develop yourself and your role
- project a professional image and approach at all times
- handle conflicts through assertiveness and influencing
- focus on how to develop your role within the business

Course Content

- The Effective Receptionist
 - your role in representing the organisation - adding value to the organisation's image
 - knowing your company's business
- Reception and Self-Management
 - self-management and motivation
 - taking the initiative and making decisions
- Positive Working Relationships
 - the power of behaviour
 - building rapport and communicating effectively
 - techniques to be assertive
 - handling conflict situations in an assertive manner
- Personal Action Planning
 - develop an individual action plan to integrate all the identified techniques and tools
 - commit to making positive changes in working practices when back at work
 - workshop review and appraisal