



<A Success Way to present a positive image for the organization>

<A high standards of customer care>

Customer Services Practice in Action



Receptionists and telephonists are key members of the team in any organization. Their role is crucial because they are usually the first point of contact and they create the first impression. They can influence whether or not callers favour your company and whether or not they will return. This course deals with the essential communication skills required for this job, ensuring that your clients will receive a professional and courteous impression of your organization.

Course Details:

Speaker:

Our tutors are:

- ⌘ Has extensive experience in the field of customer services.
- ⌘ Using interactive lecture and case study to teach your staff to acquire the knowledge in handling difficult people and improve customer service standard

- **The receptionist's role: Importance in an organization, representing the company, putting people in touch**
- **Receiving visitors: The welcome greeting, managing reception; providing a service for internal and external customers alike**
- **Presenting the right image: Look at the two aspects of image: appearance and behaviour, how to gain confidence**
- **Customer care: The first impression is vital, so is the final impression and so is the part in between. Delegates explore the essentials of caring for those customers**
- **Effective communication: Good communication depends on effective expression and comprehension. It can easily go wrong but there are principles to apply to make sure it does not**
- **Dealing with difficult people: There will always be difficult people but there are ways of dealing with them**
- **Handling complaints: Some complaints are justified, some are not but they all need to be dealt with sensitively. Techniques which will help to handle complaints and also handle hostility**
- **Telephone behaviour: Professional standards of behaviour to aim for**
- **Listening skills: Effective listening is an essential part of good communication and with the aid of a practical exercise, delegates will learn how to be a good listener**

Course Code	<i>PS13</i>
Date & Time	<i>One day (9:30a.m. to 5:00 p.m.) at client's premise</i>
Methodology	<i>Presentation, lecture and Experience Sharing</i>
Certificate	<i>Certificate of successful completion will be issued to delegates who have attended full course</i>