

Receptionist & Customer Service Course

Are your frontline customer service people letting your company down?

Have you had feedback from your customers that your staff are unfriendly, unhelpful or that they can't understand what they are saying?

Course Structure

First Impressions

- › Understand the impact of impressions and perceptions from your customer's view.
- › Why it's vital to present a professional, business-friendly image consistently.

Frontline Responsibilities

- › Key insights into greeting and screening visitors and the reception environment.
- › The importance of being pro-active and having a business-friendly mind-set.

Telephone Techniques

- › Practical strategies for answering professionally.
- › Screening and directing calls, taking complete messages and transferring calls.
- › Being multi-culturally sensitive when dealing with callers for whom English is a second language.

Attitude is Important

- › Empowering attendees to use initiative and be willing to accept responsibility.
- › Using a can-do attitude when dealing with internal and external customers.

Customer Focus

- › Steps for building rapport with customers whilst establishing their key needs.
- › Using effective listening skills, being pro-active and the importance of following up if required.

Vocal Impact

- › Learn the power of positive wording and effective use of voice clarity.
- › What to say, how to say it - tone, pace and pitch.
- › How to increase professionalism by slashing-the-slang and voice improvement exercises.

Remain Professional under Pressure

- › Strategies for prioritising and managing calls.
- › How to maintain composure and handle complaints effectively.
- › How to deal with difficult people on the phone and face-to-face.

Personal Image

- › Understand the importance of personal image of the frontline position.
- › Guidelines on business dress and grooming standards for the frontline position.

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Course Nuts and Bolts

- Course Dates: Please refer to our website for upcoming dates www.innovativetraining.co.nz
- Investment: Standard Fee: \$625 + GST | Early Bird Fee: \$575 + GST
- Duration: A full day course, starting at 9.00am and concluding at 4.00pm.
- Location: Registered course attendees will be provided with full venue details.
- Limited Numbers: Courses are limited to 10 participants. Please register early to avoid disappointment.
- Inclusions: Highly experienced trainer, a comprehensive manual, ITS Certificate of Achievement, lunch and refreshments.

Further Information

Every customer interaction with a business leaves an impression on the customer. Creating an outstanding customer experience is essential in today's business environment. After all, in today's global market the customer has many choices. This one-day course will benefit all customer service personnel, receptionists and people whose job involves high levels of customer contact on the telephone.

Are your frontline customer service people letting your company down? Have you had feedback from your customers that your staff are unfriendly, unhelpful or that they can't understand what they are saying? Are you frustrated by staff that pass the buck and don't take responsibility?

Our course focuses on 'Customer Service Excellence'. It will empower your customer service team members to deliver exceptional customer service to your businesses' most important asset – your customers.

Innovative Training Services 'Receptionist & Customer Service Course' introduces practical strategies and steps for sharpening professionalism, and creating a positive impression when dealing with callers on the phone and visitors face-to-face. This is a comprehensive course packed full of ideas for enhancing the whole customer experience.

This course can be tailored to reflect your business and the challenges that you and your team come up against when dealing with your customers. We limit the numbers for this course to 10 places so that attendees can ask questions relating to their situation and can be coached on areas that require enhancement. The course will be beneficial for managers, supervisors and support staff, who want to enhance their skills in handling difficult situations effectively.

Please Note

We can facilitate this course in-house for your business and customise the content to suit your requirements. To discuss your needs, get-in-touch by email: enquiry@innovativetraining.co.nz or call us +64 9 360 3252.