

learning
equals
development

EQV Course Outline



■ Essential Receptionist Skills

■ 1 Day

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Essential Receptionist Skills (1 Day)

Business Benefit

First impressions count and an organisation's reception staff are the 'face and voice' of that organisation. In today's competitive environment those first impressions might mean the difference between winning or losing the deal. Building the essential skills of a receptionist including creating the right professional image is the focus of this course.

Who Should Attend?

People who need to project a professional image whilst managing the reception area of an organisation.

Learning Objectives

*By the end of this course
you will be able to...*

- Describe the role and responsibilities of a receptionist
- Demonstrate effective questioning and listening skills
- Describe how to project a professional image
- Demonstrate the essential skills of taking messages, dealing with calls and receiving visitors
- Manage your time effectively

Course Content

- Understanding your role in representing your company
- Defining your customers and your responsibilities to them
- Projecting a professional image
- Questioning and listening skills
- Essential reception skills
- Dealing with difficult situations - remaining calm under pressure
- Managing your time effectively

2011
Jul 12
Aug 11
Sep 09
Oct 11
Nov 08
Dec 07

2012
Jan 10
Feb 08
Mar 08
Apr 11
May 10
Jun 13
Jul 11
Aug 10
Sep 06
Oct 26
Nov 26
Dec 22

You may also be interested in

Communication, Assertiveness and Confidence Building, Professional Telephone Skills

Training Locations

Leicester, Sheffield, Liverpool, Manchester, Basingstoke, London

Price:
£395
per person

The EQV Promise

We ensure that our courses are well received and are delivered by trainers that have actual commercial competency in their chosen subject.

Not only is this essential for our accreditation purposes but it ensures that the trainers will be able to include relevant experiences they themselves have learnt from. This generates appropriate engagement and empathy in the training environment.

When the course is completed we will report back to you about how the training has been received and can indeed evaluate the training right from start to finish after the skills transfer period. This information can come from your account manager who is your main point of contact at all times.

The EQV Experience

Our training courses take the attendee on a journey of learning and development. Throughout the course everyone is engaged in a stimulating and participative way.

Our courses are designed to encompass many different kind of learning activities making sure they appeal to different natural styles of learning that individuals have.

Activities may include a selection of syndicate work, discussion, pair work, case studies, games, role play, quizzes and presentations.

During the event an individual works on their own implementation plan so that they have a clear plan of how they are going to support their own skills transfer back in the workplace. Whilst it is important for the attendees to enjoy the workshop we want to ensure they apply as much as possible back in the workplace.

Our Training Centre

Set in the heart of beautiful rolling Leicestershire countryside, our idyllic training facilities not only provide attendees with the perfect environment to concentrate on their individual learning experience but also provide the practicality of ample parking and fully designed and equipped training rooms.

You will be greeted upon arrival by our training co-ordinator who is your point of contact throughout the day should have any specific queries.

A delicious buffet lunch is provided, catering for a variety of dietary needs.

What Delegates Say about this course

"Feel much more confident with my role now, thank you"

"Good. Taught me what I needed to know that is useful and relevant to my daily work tasks."

"Course was very enjoyable"

