



PHONE & RECEPTION SKILLS

Course Code: BSE01 | Title: Create Positive First Impressions | Duration: 1 Day
Delivery: Face To Face & Live Online

Course Description:

First impressions matter—they set the tone for every interaction. As the face and voice of your organization, receptionists play a critical role in creating positive, lasting impressions. Whether greeting customers in person or handling inquiries over the phone, the professionalism, friendliness, and efficiency they demonstrate leave a lasting impact on clients and visitors. This course empowers you with the skills needed to confidently represent your organization, build rapport, and deliver exceptional service.



Who Should Attend Telephone & Reception Skills Training?

- Personal Assistants (PAs)
- Office Administrators
- Customer Service Representatives
- Anyone handling phone or face-to-face communication

Benefits From Attending The Training:

- Enhance your ability to present a positive and professional image to customers
- Master effective communication techniques, including active listening and targeted questioning
- Improve skills for making and receiving calls with clarity and confidence
- Learn strategies to address callers' needs effectively and professionally
- Handle challenging or difficult callers with confidence and composure

Course Contents:

- **First Impressions:** Understanding their impact on callers and visitors
- **Interactive Scenario Workshops:** Practice real-world scenarios to build confidence
- **Building Personal Confidence:** Develop a strong, professional presence
- **The Power of Communication:** Mastering tone, voice, and word choice
- **Active Listening Skills:** Understand caller needs with improved focus and efficiency
- **Effective Questioning Techniques:** Prompt meaningful responses for informed decision-making
- **Call Management:** Taking responsibility, handling messages, and maintaining professionalism
- **Caller Perspective:** Reflecting on expectations and delivering excellent service
- **Stress Management:** Maintaining discipline and composure under pressure
- **Action-Oriented Communication:** Summarizing, agreeing on solutions and ensuring completion
- **Reception Security Management:** Safeguard visitor and caller interactions with confidence
- **Visitor and Caller Records:** Managing records with accuracy and professionalism

***BESPOKE COURSES | All of our courses can be easily tailored to suit any company.**
Course duration and level can be changed, depending on content, company & individuals*