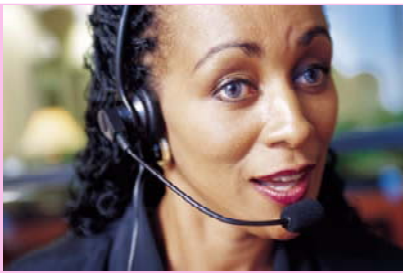


This course has been Awarded Interim Registration by the **Services SETA** meeting all 8 core criteria for Accreditation



>: Telephone Etiquette and Frontline Reception Skills

In many businesses, the telephone is a customer's first contact with a company. A friendly and professional Receptionist can immediately create an impression in the caller's mind of an efficient, customer service oriented company.

Not everyone is born with a perfect speaking manner and voice, but these are skills that can easily be acquired with the right training. CBM Training has developed a tailor-made 1-day workshop to suit the needs of the South African Receptionist. Presented by a leading communication and voice specialist, this workshop will equip Receptionists with the skills vital for surviving in today's busy corporate environment.

The workshop will also address the important areas of image, dress and deportment, which have a direct effect on face to face dealings with customers, suppliers and other visitors. This reasonably priced, 1-day workshop is the perfect training tool for those companies who value their corporate image, and recognise that a person's impression of a company starts with the Receptionist or person who answers the telephone.

Your One-day seminar agenda will include:

- How to answer the telephone professionally
- Telephone manners and etiquette
- Audibility and enunciation
- Modulating your voice
- Using a caller's name
- Putting someone on hold
- Transferring calls
- Thorough message taking
- Ending calls
- Screening calls
- Client Service – How to speak to customers
- Listening techniques
- Image, dress and deportment
- Greeting visitors
- Changing your approach to the situation
- Thinking on your feet
- Keeping calm in the face of stress
- Dealing with multiple people
- Dealing with angry or difficult people

Organised by:



Contact us for more information on:

Tel: (011) 450 3960

Fax: (011) 450 3964

www.cbm-training.co.za

