

THE OUTSTANDING RECEPTIONIST

A practical training by Adviesbureau InTop



As a receptionist/front office clerk you are considered the face of the organization you work for, the gate keeper, the company representative in the literal sense of the word. Therefore you significantly contribute to the image that others have of your company. As the first contact person within your company, the way you communicate with clients on the phone as well as at the reception/front office is key to the way they perceive your company and appreciate it. Among other topics, this course goes through the following aspects thoroughly: telephone etiquette, tasks and responsibilities, instruments that a receptionist/front office clerk has at his/her disposal at all times, your role as a host/hostess and dealing with difficult situations and settings.

PROGRAM

Some of the topics:

- * The role of the receptionist/service desk employee in the organization
- * The instruments at the receptionist's/ service desk employee's daily disposal
- * Contacts with external clients and other parties
- * Difficult situations
- * Telephone etiquette

Material

Participants receive a binder compiled specifically for this training.

Certificate requirement

Participants who are present during the whole training will be awarded a certificate from **Adviesbureau InTop Bedrijfsopleiding & Training**.

Trainer

The trainer for this training: to be announced

FOR WHOM

Everyone who speaks to customers at the reception, counter and / or telephone.

Time & Duration

The course consists of 5 sessions of 2½ hours.

Costs

Please contact us so we can prepare an attractive offer for all your training needs!

Payment plans are available.



“Good morning,
How can I be
of assistance to you?”