



PST TRAINING (PTY) LTD

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Reception / Frontline

Overview

A good first impression counts, and as the initial point of human contact for any business a receptionist needs to create a welcoming yet professional image. After all, a warm greeting by a receptionist can speak volumes about how the company will treat its customers.

Objectives

- Monitoring the maintenance of a clean and safe reception area
- Monitoring the presentation of the reception area
- Monitoring the implementation of security procedures in the reception area
- Dealing with difficult customers

Course Prerequisite

None

Language of Delivery

English

Delivery Methods

Course is facilitated by a competent subject matter trainer, who utilises a combination of the following techniques to ensure that the session is practical and experiential: Discussion; Role Play; Exercises & Case Studies; Videos/DVD's; Games, Slide Shows & Written Questions.

Who should attend?

Everyone who deals with customers both telephonically and face-to-face.

Course Outline

This course consists of the following 7 modules

Module 1	At the Front Desk; Personality of a Receptionist; Self-Awareness; Duties of the Receptionist; How to Greet Customers; How to maintain a Clean & Safe Reception area; Implementing Housekeeping Standards; Benefits of Good Housekeeping, Do's & Don'ts of Housekeeping; Security Procedures to follow in Reception: Access Control (Visitors' cards), Security of Confidential Documents, General Office Security, Firearm Procedures; Checklist to Monitor Reception Area; Actions & Procedures required to rectify substandard areas.
Module 2	Professional Grooming; Dress Code in Reception; Confidence & Self Esteem; Positive Attitude.
Module 3	Dealing with Difficult Customers; Why are People Difficult?; How to Handle the Situation; Body Language; Dealing with Scenes.
Module 4	Understand the Concept of Time Management; How to Prioritize Tasks in Reception; The Importance of Desk Organisation; Time Wasters; Time Savers; How to Delegate Tasks; Factors Causing Stress; How to Handle Stress.
Module 5	Working in a Diverse Environment; Racial & Ethnic Differences in the Workplace; Physical Differences in the Workplace; Gender Differences in the Workplace; Sexual Differences in the Workplace.
Module 6	How to Handle Conflict in the Workplace; Active Listening; Compromise/ Consensus Building; Confidentiality; Office Manners.
Module 7	Understand Customer Service; Customer Loyalty; Personal & Practical Needs of Customers; How to Keep our Customers.

Additional Information

Duration	1 Day	
Includes	<ul style="list-style-type: none"> • Comprehensive Manual • Lunch & Refreshments (not applicable to on-site training) • Electronic Certificate (on successful completion of the course) 	<ul style="list-style-type: none"> • Electronic Trainer Feedback Report • Electronic Delegate Feedback Questionnaire