



## THE CORPORATE RECEPTIONIST (2 DAYS)

### THIS COURSE IS ACCREDITED TO UNIT STANDARD:

Title:	Monitor and control reception area
Unit Standard ID:	13928
NQF Level:	3
Credit Value:	4

### INTRODUCTION

You only have one chance to make an impression. It doesn't matter if your organisation is large or small, for a client your company comes down to the professionalism received and image at the front desk.

**The Corporate Receptionist** workshop develops front line staff to become highly professional and efficient when dealing both face to face and telephonically with clients. They will understand the importance of communicating in a corporate and courteous manner to both internal and external customers.

This learning programme also covers key aspects of proper conduct and administrative practices in the reception area. It will equip delegates with practical skills to monitor and control the reception area efficiently. Learners will be well positioned to extend their learning and practice into other areas in the business environment, striving towards professional standards and practice at higher levels.

### WHAT THIS COURSE CAN DO FOR YOU...

- Employing effective telephone etiquette
- Importance of answering the call in a professional manner
- Taking accurate messages and relaying effectively and timeously to the recipient
- Transferring the calls and keeping the client informed of delays
- Improving communication skills, questioning and listening techniques.
- Dealing with difficult callers
- 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

### TARGET AUDIENCE

Front line staff and reception staff required to become highly professional and efficient when dealing both face to face and telephonically with clients while managing the reception administration.

## **COURSE CONTENT**

### **Developing a Professional Approach**

- First impressions, lasting impressions
- Projecting a positive image and attitude
- Greeting visitors professionally

### **Telephone Etiquette and Courtesy**

- Telephone Etiquette – principals to give you the edge
- Interoffice telephone manners
- Voice modulation
- Being attentive - active listening skills
- Taking accurate messages
- Discretion and confidentiality
- Dealing with difficult callers

### **Answering the Telephone**

- Promptness
- Greetings
- Announcing a call
- Meeting callers' expectations
- Placing callers on hold and keeping them updated
- The busy switchboard - handling multiple calls

### **Monitor the Presentation of the Reception Area**

- Presentation of reception area, according to organisational standards
- Areas of non-conformance and remedial actions
- Communicate areas of improvement
- Housekeeping - maintaining the reception area
  - Occupational Health & Safety Act
  - Organisational procedures / workplace policy
- Actions and procedures required to rectify substandard areas
- Monitoring and controlling staff

### **Implementing Security Procedures**

- Brief staff on security procedures, according to:  
Security policies and procedures
- Visitors' cards and permits
- Firearm procedures
- Discrepancies and problems

### **Personal Accountability & Commitment Plan**

## TRAINING APPROACH

The primary objective of our training is to ensure that the knowledge acquired is applied successfully, adding real value and **making a visible difference to work performance** in the business environment. The courses have a strong focus on an outcomes based approach and are facilitated on a highly interactive basis encouraging active delegate participation using:

- Role-plays
- Break-away sessions
- Relevant business exercises
- Presentations
- Demonstrations
- Questionnaires
- Discussion activities and
- Case studies

High emphasis is placed on learning through ‘doing’ where learners are presented with real life and workplace case studies ensuring delegates develop knowledge and confidence to take their enhanced skills back into the business environment and apply them successfully. The group leaders are trained to create a comfortable atmosphere where delegates can evaluate themselves and their skills, generate ideas and solutions to problems and plan suitable growth in the workplace.

## POST COURSE ASSISTANCE

### “Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.

Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.



### Personal Accountability & Commitment Plan

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the work place. A Personal Accountability & Commitment Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of action plan items and will encourage them to show their Personal Post Course Accountability & Commitment Plan to their up-line on their return to work so accountability is created. This tool will also be useful for monthly one-on-one development discussions.

## **KWELANGA BUSINESS & EXECUTIVE COACHING**

Kwelanga Training now offers coaching on a one-to-one or team coaching basis. Issues covered are chosen by the organisation or the individual to ensure maximum focus is given to achieve measurable outcomes.

Coaching provided by certified professional business and executive coaches is key in transforming management and support staff's excellent performance to peak performance.

For further details contact:

Rose Gray

Business and Executive Coach (WITS Business School)

Tel: +27 11 704 0720

Email: [rose@kwelangatraining.co.za](mailto:rose@kwelangatraining.co.za)