

SHORT COURSE - GENERAL



Effective Receptionist

Combining both face-to-face and telephone skills, this highly participative one day course aims to equip delegates with the solutions to 'real' reception challenges leading to success in the vital role of the receptionist.

Date: 23 February 2012
Time: 9.00am - 5.00pm
Cost: £195
Venue: GTA, St Peter Port House
Tutor: Jackie Bullivant
Platform 4 Training

Delegates are encouraged to practice the new skills they have learnt and take them back into the workplace.

COURSE OUTLINE:

CUSTOMER EXPECTATIONS

- ◆ Different types of customers
- ◆ Setting and exceeding standards

BEHAVIOUR TYPES

- ◆ Verbal and non-verbal behaviour
- ◆ Assertive techniques

FIRST IMPRESSIONS

LISTENING AND QUESTIONING

- ◆ Controlling the discussion / call
- ◆ Capturing data

TELEPHONE TECHNIQUES

- ◆ Voice control and language
- ◆ Hold, transfer and screen calls
- ◆ Reflecting techniques
- ◆ Handling difficult callers.



Tutor:
Jackie Bullivant focuses on flexible training interventions using creative, inspiring and motivational delivery methods with a tracking of skill application back in the workplace.

For further information please contact us or visit our website

GTA University Centre

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Effective Receptionist

23 February 2012 w 9.00am - 5.00pm s £195

Delegate Name: Mr/Mrs/Miss/Ms

Organisation:

Contact address in full:

Invoice details if different than above:

Email:	Postcode:
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Tel:	Fax:
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HR contact details:	
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Objectives for the course
 In association with your line manager, please identify 3 key objectives you have in attending the course. These objectives should cover knowledge, skills and attitudes.

- 1.
- 2.
- 3.

I have read the terms and conditions below and enclose a cheque for £..... made payable to the GTA University Centre. *Please quote the course name and date in all correspondence.*

Signed: _____ Date: _____

I would like to receive further information on GTA courses.		BL/101/8090
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TO REGISTER: Please complete this registration form and return it with your payment, to the address below, quoting the course name and date in all correspondence. You will receive a letter of confirmation in advance of the course, if you do not receive one, please let us know.

CANCELLATIONS: All cancellations must be made in writing. A fee of 100% will be levied in respect of any cancellation made less than 14 days prior to the commencement of the course. A fee of 50% will be levied for cancellations made between 21 and 14 days prior to commencement. A substitute delegate can be named at any time.

SPECIAL ARRANGEMENTS: If you have a disability and require special arrangements, please inform the GTA at the time of registration.