



# Griffin Training

**Solutions for a Modern Workforce**

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## **Receptionist Skills**

The receptionist plays a very important role in the day to day functioning of the organisation. He/she is often the first point of contact which a client will have with the organisation. It is therefore important that he/she develop the skills necessary to deal with clients on a face-to-face bases, over the phone and through email. This course is designed to assist participants to develop the skills necessary to engage with clients over the phone, through email and face-to-face. The course will also look at complaint handling and dealing with irate customers. The programme assumes no prior knowledge and is ideal for anyone who has never engaged in reception skills before or who has years of experience.

### Objectives:

- To understand the role of the receptionist
- To develop the skills necessary to deal with clients over the phone, through email and face-to-face
- To develop the skills necessary to handle irate customers

### Content:

- The role of the receptionist
- Introduction to customer service
- Basic principles in customer service
- Communication skills
- Verbal communication skills
- Non-verbal communication skills
- Practical customer service
- Telephonic customer service
- Email etiquette
- Dealing with irate customers