Imsimbi Training proudly presents

**Reception and Telephone Etiquette – 2 DAYs**

Imsimbi Training is a fully accredited training provider with the Services Seta, number 2147, as well as a Level 2 Contributor BBBEE company.

This course is accredited by the Services Seta and material covers unit standard 13928 at NQF level 3 worth 8 credits.

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The course is also appropriate for receptionists and call centre staff. The receptionist’s telephone skills is the first impression customers have of your business. Ensure your receptionist or call centre agent creates a professional impression of your company.

**COURSE OBJECTIVES**

Stress the importance of acknowledging callers and keeping them informed of reasons for delays

Describe standard telephone etiquette on answering calls, transferring calls and making calls

Prepare all necessary documentation and equipment prior to making outgoing calls

Decide whether to transfer a call to another person or help the person themselves

Ask probing questions to find out the purpose of the call, and transfer to another person who might be more able to assist

Taking messages for others

Decide whether to take a detailed message, or to have the customer called back by an appropriate person

Deal with incoming and outgoing calls in a polite manner

Deal with calls quickly and politely, keeping other calls holding as little as possible

What is my role as front desk operator / receptionist / telephonist?

Why should I be nice / civil to anybody?

The importance of ATTITUDE in my role

Developing daily BEHAVIOIRS to be the best I can be

Grooming myself for success

Inviting Customers into the business with your superior TELEPHONE SKILLS

Developing an understanding of Customer Requirements by LISTENING
Module one: monitor and control the reception area

- Self Awareness
- Monitor the maintenance of the reception area
- Housekeeping operations are maintained
- Areas not meeting the required standards
- Actions and procedures required to rectify substandard areas

Module two: monitor the presentation of the reception area

- Presentation of reception area
- Areas of non-conformance
- Remedial actions

Module three: monitor the implementation of security procedures in reception area

- Brief staff on security procedures
- Visitors’ cards and permits
- Firearm procedures
- Discrepancies and problems

Module four: understanding customers

- Attitude and aptitude
- Telephone etiquette and customer service
- Understanding different personalities
Module five: using the telephone with confidence

- Answering / accepting the call / the number of rings
- The greeting
- Effective communication skills
- Professional speech / choice of words
- Language
- Articulation
- Voice control
- Transferring calls

Module six: telephone techniques and skills

- Using a switchboard
- Taking messages
- Distribution of messages
- Ending calls
- Listening skills
- Dealing with abusive callers
- Confidential information
- Telephone answering simulation
- Summative assessment