IMSIMBI

TRAINING

UNLEASHING YOUR POTENTIAL










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 1 Contributor BBBEE company and 51% black owned.

This course is accredited by the Services Seta and material covers unit standard 13928 at NQF level 3 worth 4 credits.

SERVICES SETA

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COURSE OBJECTIVES

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

COURSE OUTCOMES

- 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 BEHAVIOURS to be the best I can be
- Grooming myself for success
- Inviting Customers into the business with your superior TELEPHONE SKILLS



COURSE OUTLINE

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



<u>Module five:</u> 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

<u>Module six:</u> 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

