

PROFESSIONAL SWITCHBOARD, RECEPTION & FRONTLINE SKILLS

IN-HOUSE TRAINING

WHAT'S INCLUDED

AstroTech Training will provide:

- A detailed manual/workbook and electronic copy of course material
- Professional presentation of the course content, case studies and practical exercises
- One month of free telephonic and e-mail support included
- Certificate of completion
- Delivery of course material *(unless otherwise arranged)*
- Travel and Accommodation for the Facilitator *(if required)*

PLEASE WILL YOU PROVIDE:

- A suitable training venue with data projector
- White Board and/or Flip Chart and markers
- Lunch and refreshments daily

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COURSE OVERVIEW

Why is the most visible team in the company also often the least experienced, with little formal training? Switchboard, reception and front line employees handle the brunt of the company's first impressions with their clients, and everybody knows that a poor first impression leaves the client doubting the credibility of the company as a whole, and possibly deciding to take their business elsewhere. Demanding clients in today's high pressured business world have no patience for de-motivated 'dullness' in their first contact with potential service providers. That is why AstroTech offers this course to empower switchboard, reception and frontline personnel with the skills to excite and delight customers and impress management beyond their expectations. The course covers the following key topics:

RECEPTIONIST & FRONTLINE SKILLS

- Learn how to receive visitors professionally
- Using appropriate greetings that are warm and welcoming
- Tactful, courteous, and safe ways for handling visitors who have no appointments
- Your role in company security
- Understanding the distinction between 'service process' and 'service outcome'
- Minimize interruptions caused by customers and co-workers in a tactful yet determined way
- Image and Presentation - The Company's and yours
- Showing empathy and understanding
- Handling difficult people with diplomacy and tact
- Handling over-friendly 'chatty' people with even more diplomacy and tact
- Rephrase blunt communication for better results
- Identify personal habits and behaviours that impede projection of a professional image
- Understand the consequences of poor service
- Problem solving without emotion
- Stress management tips to stay motivated under pressure

PROFESSIONAL TELEPHONE SKILLS

- Taking and making calls like a Pro – learn the process
- The right way to greet, transfer, and hold calls
- Taking messages & ensuring you get all the right information – the first time
- Remaining calm irrespective of the caller's behaviour
- How to take control of the conversation politely and effectively
- Establish caller's needs through effective questioning
- How to use active listening to eliminate misunderstanding
- Screening calls and getting the information you need without offending
- Make a lasting impression that makes callers want to call again
- Telephone etiquette & emanating confidence
- Perfecting audibility, enunciation and tone
- Projecting energy, friendliness, and inspiring confidence with a positive voice tone
- Controlling background noise & your environment
- Maintaining control with multiple calls coming in



COURSE INFORMATION

★ WHO SHOULD ATTEND

- Team leaders and Frontline staff who are their company's first point of contact with clients
- PAs, secretaries, administrators and frontline staff who want to improve the way they come across and represent their companies
- Anyone who needs to deal with diverse individuals at all levels in the normal course of business

★ TAKE HOME TOOLS

- A detailed manual/workbook and electronic copy of course material
- Notepad & pen
- One month of free telephonic and e-mail support included

★ OUTCOMES

After attending this course attendees should be able to:

- Have clear understanding of business etiquette subtleties
- Practice courtesy, tolerance and respect in any given situation
- Project a predetermined image for maximum impact
- Interact with confidence at all levels
- Enhance your career prospects by becoming the best example for others to follow

★ SETA ACCREDITATION

AstroTech Training is accredited as a Training Provider with the Services SETA (**No. 3852**)

Make sure that you complete your Workplace Skills Plan, and you can claim back the relevant percentage of your Skills Development Levies!

★ LEVEL 2 BBBEE STATUS

Spending with AstroTech counts twice! You can claim 125% of any training spend with us towards your Procurement scorecard, and everything spent with us on training your qualifying staff will count towards your Skills Development target!

★ TERMS & CONDITIONS

- **PAYMENTS:**
Payment terms are **30** (thirty) days from date of course completion. The final invoice will be based on the **confirmed minimum number of delegates** provided as follows:
COURSES INSIDE GAUTENG: At least **SEVEN** working days prior to the course
COURSES OUTSIDE GAUTENG: At least **TEN** working days prior to the course
Absent delegates are charged for.
- **POSTPONEMENTS:**
POSTPONE WITHOUT COSTS: If you advise us **at least TWO** weeks prior to the course
PAY 25% OF THE COURSE FEE: If you advise us **less than TWO** weeks prior to the course
PAY 100% OF THE COURSE FEE: If you advise us **within ONE** week of the scheduled course
Once you have postponed, you **cannot** subsequently **cancel** without being liable for the **FULL** course fee.
A new date convenient to both parties will be agreed upon, however all postponements need to be utilised within **SIX** months of the original scheduled course date.
- **CANCELLATIONS:**
CANCEL WITHOUT COSTS: If you advise us **at least TWO** weeks prior to the course
PAY 50% OF THE COURSE FEE: If you advise us **less than TWO** weeks prior to the course
PAY 100% OF THE COURSE FEE: If you advise us **within ONE** week of the scheduled course
- **PRESENTERS:**
Should it be necessary, AstroTech Training reserves the right to substitute the presenter.
- **VENUE:**
If you have chosen to use the AstroTech Conference Centre as the venue for your training, the terms and conditions specific to Conferencing will be provided separately for your acceptance and signature.
- **COMMUNICATION**
When a person registers on the AstroTech website, is registered on an AstroTech course or sends an email to AstroTech, that person consents to receiving communications electronically or otherwise from AstroTech and/or its business partners.
- **DISCLAIMER**
AstroTech Training will not be held responsible for any loss, damage or harm, direct, indirect, consequential or otherwise and howsoever arising that may be caused to any person or property during the providing of any services by AstroTech to the client.