

OUTLINE PROGRAMME

Receptionist and Telephone Skills

- 1 Understanding Communication**
 - a. Verbal communication
 - b. Written communication
 - c. Telephone communication
- 2 Responding to Visitors**
 - a. On the telephone
 - b. Face to face
- 3 Responding to Telephone Calls**
 - a. Speed of answering
 - b. Clarity of speech
 - c. Level of 'helpfulness'
- 4 Listening Skills**
- 5 Body Language**
 - a. Face to face
 - b. 'Listening body language'
- 6 Meeting and Greeting**
 - a. How and why
 - b. Welcoming
 - c. Warm
 - d. Helpful
- 7 Taking and Relaying Messages**
 - a. Who?
 - b. What?
 - c. Why?
 - d. When?
 - e. How?
- 8 Gathering Information**
- 9 Forwarding Information**
- 10 Processing Information**
- 11 Saying 'NO'**
- 12 Dealing with Difficult/Awkward People**
 - a. On the telephone
 - b. Face to face
- 13 Building Confidence**
- 14 Appropriate Language**
- 15 Hints and Tips**
 - a. Vocabulary
 - b. Articulation
 - c. Memorising and remembering
 - d. Noting



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