

RECEPTION READY COURSE

COURSE PURPOSE

This program has been developed to equip reception personnel with the skills and knowledge to function effectively in their role. It is envisaged that upon completion of the course participants will feel more confident in handling the general public, projecting a professional image, demonstrate effective time management skills, and be more capable of ensuring high levels of customer service.

DURATION

2 half days - 9.30am-1.30pm
or 1 full day - 9.00am-4.00pm

COST

Fee - \$300



**MP TRAINING +
RECRUITMENT**

WHAT WILL BE COVERED?

DEALING WITH DIFFICULT PEOPLE EFFECTIVELY

- Effective listening skills
- Handling complaints
- Conflict resolution

TIME MANAGEMENT & ORGANISATIONAL SKILLS

- Basic time management skills
- Efficiency
- Prioritising your workload

WORK EFFECTIVELY AS A RECEPTIONIST

- Know your role in the organisation
- Values and expectations
- Duties and roles

GREETING CLIENTS IN PERSON

- Tips
- Procedures
- Why do customers need your help?
- Remembering names

BUSINESS ETIQUETTE

- Confidentiality
- First impressions
- Body language
- Presentation, deportment and grooming
- Dress code
- Speech and language
- Telephone manners
- Internet usage

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