



Frontline Reception I

Course Outline



Your business outcomes are our priority. Proving impact in real time.

Aim

To advise and guide the learner in a practical and fun way on the finer points of reception and communication excellence. This workshop is most valuable to receptionists as it addresses the need for professionalism. It also creates awareness of the importance of this position for both internal and external clients, and with that awareness the need for being self-motivated and knowledge driven.

What Others Had to Say About this Course...

"Good pace with lots of interaction." ~ Shereen

Who Should Attend this Course?

This course will benefit all Receptionists, and anyone charged with answering the telephone at an organisation.

Outcome

At the end of this workshop the delegate will have the necessary knowledge to provide a professional and complete "shop window" for both personal and telephonic callers to a company. They will also be aware of their responsibility to their colleagues.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
14338	2	2	Attend to customer enquiries in an office setting

The unit standards above are an indication of the content of the workshop. Our workshop theories are designed to include the outcomes recommended by SAQA US IDs.

Duration: 1-Day

Content

Topic	Details
Attitude and Aptitude	• How to realise our full potential • What should we expect from ourselves? • An exercise in self-assessment
Understanding People	• Why we relate really well to some people and simply don't understand others • A module on personality profiling and how to effectively implement the knowledge • We look at this mostly from a client's perspective
First Impressions Last	• How to ensure we put our best foot forward • Why are first impressions so important? • How far reaching the consequences of doing so are?
Body Language, Posture Projection and Habits	• How important is this form of non-verbal communication? • Looking at aspects such as personal space, eye contact, posture, arms, legs, angle of the body, and hand gestures
Communication Starts With the Ability to Listen	• How this affects our ability to communicate, barriers and methods of overcoming them • How our speech patterns affect our success
Positive Speech Patterns	• Examples of positive speech in different scenarios
The Face to Face Etiquette of Reception	• Making visitors feel welcome – establishing a quick rapport • Put it into practice with role play exercises
The Phone Call	• Answering/accepting the call • The value of a simple greeting
The Etiquette of Telephonic Liaison	• The body of the call, professional speech, voice control, taking of a good message and using the universal alphabet key
Solidifying My Role as "Director of First Impressions"	• Contacting your company must be a pleasant and satisfying experience • How to ensure this image is portrayed to your customers
A Comprehensive List of Information for Receptionists	• Relevant information at your fingertips
What Procedures Should You Have?	• The smooth running of the reception portfolio

Afterburner Content (Optional add-on)

Topic	Details
Going in Depth on Effective Communication	• Learn to ensure accuracy by using precise language and verifying details to maintain correct communication. • Understand how to promote clarity by avoiding jargon and making your message straightforward and easily understandable. • Focus on being concise by sticking to the point and eliminating unnecessary elaboration for efficient communication. • Adapt your communication style courteously by adjusting to the listener's preferences and cultural norms.
Face-to-Face Etiquette	• Maintain professionalism by keeping your appearance and workspace tidy to foster confidence in clients. • Greet clients warmly by standing to acknowledge them and offering assistance to make them feel valued. • Be prompt in managing messages and calls by using organisational tools to minimise delays. • Manage stress effectively by taking regular breaks and rewarding yourself to maintain a positive and productive demeanour.
Hope to Cope with Difficult Situations	• Prioritise in-person clients by addressing them first while acknowledging and updating those on the phone. • Diffuse tension with upset clients by listening actively and empathetically, offering solutions, and escalating if necessary. • Remain calm with aggressive clients by letting them vent and then addressing the facts directly to resolve the issue. • Practice assertiveness by clearly expressing your boundaries and needs, especially when managing tasks or screening visitors.

Optional Purchases

When ROI and Implementation Matter

At Staff Training, we understand that each individual and/or organisation has unique needs and goals. We have developed a range of valuable, but optional purchases to maximise your training outcomes:

SETA Accredited Training Options

Most of our workshops are aligned with SETA Accredited unit standards, or you can opt for the fully accredited version of your workshop choice. This includes a certificate of competence when successfully completed. All other certificates are certificates of attendance.

The Afterburner

Afterburners are additions to selected workshops. These continued learning courses include a re-cap of material covered during the workshop and continue to expand on both knowledge and skills development for the workplace.

Skills Check

Skills Checks are extremely useful in the measurement of ROI of soft skills training. This tool is structured to help the learner improve on the implementation of new skills through a goal-driven process of accountability and reflection.

LevelUp Coaching

A 2-hour, one-on-one coaching option for those who would like to address and build on the knowledge they gained during training. Converting theory into practice under the tutelage of an experienced coach.

PowerPath Coaching

A powerful investment into your future leaders. One-on-one leadership coaching with the globally acclaimed Enneagram as the self-mastery tool.

Staff Training is an accredited IEQ9 Provider. Our Enneagram offerings include a SETA Accredited version of a leadership development workshop as well as an emotional intelligence and Enneagram combination. You can also explore our specialist hybrid offerings of workshops and coaching below.

[Enneagram Group Coaching Journey](#)

[Enneagram: Insight to Action](#)