

## Receptionist & Outstanding Customer Service

### Course Overview - Full Day

Every customer interaction with a business leaves an impression on the customer. Creating an outstanding customer experience is essential in today's business environment. After all, in today's global market the customer has many choices.

This course introduces practical strategies and steps for sharpening professionalism and empowering frontline customer service staff to deliver exceptional customer service on the phone and face-to-face.

This course will benefit all customer service personnel, receptionists, and people whose job involves high levels of customer contact.

### Course Structure

#### Frontline Professionalism

Understanding the impact of impressions and perceptions from your customer's view. Why it's vital to present a professional, business-friendly image consistently.

#### Frontline Responsibilities

Key insights into greeting and screening visitors and the reception environment. The importance of being pro-active and having a business-friendly mind-set.

#### Attitude is Important

Using a can-do attitude when dealing with internal and external customers. Empowering attendees to use initiative and be willing to accept responsibility.

#### Telephone Professionalism

Practical strategies for answering professionally and directing calls as needed. Multi-cultural sensitivity when dealing with callers for whom English is a second language.

#### Customer Focus

Steps for building rapport with customers whilst establishing their key needs. Using effective listening skills, being pro-active and the importance of following up if required.

#### De-escalation Guidelines

Remaining professional under pressure. Step-by-step process to calm and de-escalate a situation with an angry or abusive customer, face-to-face or on the phone.

#### Vocal Impact

Learn the power of positive wording and effective use of voice clarity. What to say, how to say it – tone, pace and pitch, voice improvement exercises.

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### Course Dates & Prices

- Course Dates:** Please refer to our website for upcoming dates [innovativetraining.co.nz](http://innovativetraining.co.nz)
- Investment:** Standard Fee: \$650 + GST | Early Bird Fee: \$595 + GST
- Duration:** A full day course, starting at 9.00am and concluding at 4.00pm.
- Location:** Registered course attendees will be provided with full venue details.
- Limited Numbers:** Courses are limited to 10 participants. Please register early to avoid disappointment.
- Inclusions:** Highly experienced trainer, a comprehensive manual, ITS Certificate of Achievement, lunch and refreshments.

### Training Outcomes

- › Understands the value of their role in enhancing the customer's experience.
- › Is business focused and resolves issues as fast as possible.
- › Establishes rapport with the customer and remains non-judgemental.
- › Listens to understand and is solution oriented.
- › Maintains composure when confronted with an agitated/unhappy customer.
- › Knows how to turn customer service disappointments into a positive experience.
- › Demonstrates a positive can-do attitude on the phone and face-to-face.
- › Practices sensitivity to callers/customers for whom English is a second language.
- › Produces a 3-week Action Plan to apply training in real-worktime.

#### Please Note

We can facilitate this course in-house for your business and customise the content to suit your requirements. To discuss your needs, get-in-touch by email: [enquiry@innovativetraining.co.nz](mailto:enquiry@innovativetraining.co.nz) or call us +64 9 360 3252.