

How To Be Outstanding Receptionist & Counter Staff

Introduction

New ways your receptionists and counter staff can tune up for better image, professionalism and quality customer service in their role.

Objectives

In just 1-day, your staff will learn new ways on:

- How to project a winning image over the counter
- How to perfect their telephone skills and learn the art of listening
- How to handle angry, confused or impatient callers skilfully
- How to improve customer service in their all-important role
- How to make visitors feel more welcome and comfortable while waiting
- How to handle queues especially when people jump-queue
- How to build rapport quickly with visitors face-to-face
- How to get your guests and callers to open up and talk about their needs
- How to manage stress that comes naturally with their hectic schedules and enjoying greater job satisfaction in the process

Designed For

Receptionist and front-line staff

Key Topics

1. Projecting a Winning Image

- The importance of a **good** first impression
- The art of communicating
- **SKAP** - Your Road to Success

2. Managing Quality Reception and Customer Service

- Why is customer service so important these days?
- Do you have the right **attitude** at work?
- **Telephone Quiz**: Why is skill on the phone so important?
- Who will be qualified as an ideal customer service employee?

3. Winning Telephone Tactics That Lead To Success

- Six essential steps to taking messages
- How to manage telephone messages by understanding the rule of priority
- How to use the one-minute "Hold" rule

4. Handling Complaints and Difficult Callers

- How to respond to a **demanding** caller
- How to manage an **angry** caller
- How to handle a **talkative** caller by using the bridging technique
- How to say "**No**" without losing a customer

5. Some Do's and Don'ts on Reception and Counter Duties

- Office etiquette standards
- How to handle **queues** and when someone jumps queue
- How to project a winning image to your **visitors**
- Some practical tips on how to handle **stress** at work and in life
- How to take good **C.A.R.E.** of your customers

Speaker Profile

MRS MARY SUEN, MSc in Training & HRM, Chartered FCIPD, FInstAM, MIHRM

Prior to entering management consultancy, Mrs Suen was a very successful commercial realtor in Canada who sold \$30 million Canadian dollars' worth of properties and was the Property Manager of two shopping centres. Before she left for Canada, she was the Administrative Manager of The Royal Hong Kong Jockey Club, where she was in charge of office services, warehouse, transport, the two racestands, and a staff of 800.

Mrs Suen was listed in the International Who's Who of Entrepreneurs in 2001. In 2002, she was awarded "Woman of the Year" by American Biographical Institute and in 2003, she was nominated as "Training Provider of the Year" by China Staff. She has conducted and designed numerous very successful in-house and public seminars on secretarial skills, supervisory and office administration, time management, communication, selling and customer service skills for over 35 years in Hong, Kong, China, Australia, Canada and other Asian countries.

Program Details (Course code: PD0940)

Date	November 23, 2009
Time	9:30 am – 5:30 pm
Medium	Cantonese with English Manuals
Course Fee	HK\$2,200- (1 unit)
Venue	18/F Caroline Center, Lee Gardens Two, 28 Yun Ping Road, Causeway Bay, Hong Kong
Enquiry	2516-1382