

Telephone and Reception Techniques

Approved by the MQA

Wednesdays 12 and 19 February 2025, from 9.00 to 12.15

Training Objectives

To enable the participants to:

- understand the importance of the telephonist/receptionist in creating and maintaining the image of their organisation
- update their skills in handling callers and visitors to ensure courteous and efficient service at all times

Target Audience

All switchboard operators, telephonists, telephonists/receptionists

Programme Outline

- The switchboard operator and the receptionist: two key customer service posts
- How to handle the flow of callers and visitors with speed and respect
- How to handle the interface between the switchboard and the departments
- How to keep control over tricky situations: absent colleagues, unwanted callers and visitors
- Handling complaints and other awkward customer service situations with courtesy and tact
- Saying the right thing: appropriate expressions in English and French

Trainer

Dr. Patricia Day-Hookoomsing, Managing Director and Lead Trainer, CCL.