

PROFESSIONAL SWITCHBOARD, RECEPTION AND FRONTLINE SKILLS

COURSE OVERVIEW

Why is the most visible team in the company also often the least experienced, with little formal training? Switchboard, reception and front line employees handle the brunt of the company's first impressions with their clients, and everybody knows that a poor first impression leaves the client doubting the credibility of the company as a whole, and possibly deciding to take their business elsewhere. Demanding clients in today's high pressured business world have no patience for de-motivated 'dullness' in their first contact with potential service providers. That is why BizTech offers this course to empower switchboard, reception and frontline personnel with the skills to excite and delight customers and impress management beyond their expectations. The course covers the following key topics:

RECEPTIONIST & FRONTLINE SKILLS

- Learn how to receive visitors professionally
- Using appropriate greetings that are warm and welcoming
- Tactful, courteous, and safe ways for handling visitors who have no appointments
- Your role in company security
- Understanding the distinction between 'service process' and 'service outcome'
- Minimize interruptions caused by customers and co-workers in a tactful yet determined way
- Image and Presentation - The Company's and yours
- Showing empathy and understanding
- Handling difficult people with diplomacy and tact
- Handling over-friendly 'chatty' people with even more diplomacy and tact
- Rephrase blunt communication for better results
- Identify personal habits and behaviours that impede projection of a professional image
- Understand the consequences of poor service
- Problem solving without emotion
- Stress management tips to stay motivated under pressure

PROFESSIONAL TELEPHONE SKILLS

- Taking and making calls like a Pro – learn the process
- The right way to greet, transfer, and hold calls
- Taking messages & ensuring you get all the right information – the first time
- Remaining calm irrespective of the caller's behaviour
- How to take control of the conversation politely and effectively
- Establish caller's needs through effective questioning
- How to use active listening to eliminate misunderstanding
- Screening calls and getting the information you need without offending
- Make a lasting impression that makes callers want to call again
- Telephone etiquette & emanating confidence
- Perfecting audibility, enunciation and tone
- Projecting energy, friendliness, and inspiring confidence with a positive voice tone
- Controlling background noise & your environment
- Maintaining control with multiple calls coming in

COURSE DATE

10 - 11 May 2010

COURSE DURATION

2 days - 08:30 to 16:30 daily

COURSE FEES

R6 890 (excl. VAT) per delegate

5% discount
for enrolment 2 weeks
prior to course date.

WHAT'S INCLUDED

- Dynamic and knowledgeable facilitators
- Training File and a CD
- Certificate of Attendance
- High quality training venue
- Lunch and refreshments
- Parking
- Quality folder, notepad and pen

REGISTRATION DEADLINE

Registration Confirmation must be sent prior to the start of the scheduled course.



WHO SHOULD ATTEND

- Team leaders and Frontline staff who are their company's first point of contact with clients
- Personal Assistants, secretaries, administrators and frontline staff who want to improve the way they come across and represent their companies
- Anyone who needs to deal with diverse individuals at all levels in the normal course of business

OUTCOMES

After attending this course you will be able to:

- Have clear understanding of business etiquette subtleties
- Practice courtesy, tolerance and respect in any given situation
- Project a predetermined image for maximum impact
- Interact with confidence at all levels
- Enhance your career prospects by becoming the best example for others to follow

TAKE HOME TOOLS

- Training Manual
- Training CD
- A quality folder, notepad and pen
- All delegates receive one month of telephonic support relating to course content

BBBEE COMPLIANCE

BizTech is BBBEE level 1 compliant. This means that we are a 135% contributor and companies investing money in training their staff through BizTech can also improve their own BBBEE scorecard. Not only does it offer an opportunity to improve your company's Skills Development BBBEE category, but you can also improve your BBBEE Preferential Procurement category. In each case your company will benefit 135% of the spend made.

THE VENUE

The AstroTech Conference Centre in Parktown, Johannesburg is in a gracious mansion in one of the most historic and beautiful areas of Johannesburg.

It is a high-end business focused conference centre with competitively priced packages, excellent facilities and top client service.



Close to major highways, airport and Johannesburg city centre, this state-of-the-art venue offers elegance, discretion, security and convenience with safe parking for 120 vehicles.

Should you require accommodation, the Sunnyside Park Hotel situated in close proximity offers BizTech delegates a substantial discount on accommodation.

Please contact reservation on (011) 640-0431 or (011) 643-7226, quoting reference no. 4691 when booking with them.

TERMS & CONDITIONS

Should course expectations not be met for any reason, delegates are given the opportunity to leave before lunch on the 1st day and receive a full refund of the course fee.

CANCELLATIONS

A cancellation can only be confirmed if we are advised in writing at training@biztech.co.za

For cancellations received more than one week prior to the course: 0 % cancellation fee will apply.

For cancellations received less than one week prior to the course: 50 % cancellation fee will apply.

For cancellations received within 24 hours of the course: 100 % cancellation fee will apply.

Substitutes are welcome at no additional charge at any time prior to the course.

POSTPONEMENTS

Requests to postpone course attendance must be received in writing at least three full working days prior to the course commencement. Should we not receive written confirmation within this period, the postponement will be subject to an additional fee of R1 270 (excl VAT) per delegate.

All course postponements or programme exchanges need to be utilized within 6 months of the original course booking or the course fee will be forfeited.

Cancellations on postponements or exchanges are subject to the full course fee.

ABSENT DELEGATES

In the event that a delegate does not arrive for the course and no written cancellation has been received and confirmed, the full course fee will be payable.

PRESENTERS

Should it be necessary, BizTech reserves the right to substitute the presenter.

COMMUNICATION

When a person registers on BizTech's website, is registered on a BizTech course or sends an e-mail to BizTech, that person consents to receiving communications electronically or otherwise by BizTech and/or its business partners.

DISCLAIMER

BizTech wish to advise that they will not be held responsible for any loss, damage or harm, direct, indirect, consequential or otherwise and howsoever arising that may be caused to any person or property during the providing of any services by BizTech to the client.





ENROLMENT FORM

Please book your place on the course by emailing or faxing this enrolment form. Your place is confirmed on receipt of the completed enrolment form.

Fax to 011 582 3301 or

E-mail training@biztech.co.za

SALES CONTRACT

COURSE NAME:

PROFESSIONAL SWITCHBOARD, RECEPTION & FRONTLINE SKILLS

COURSE CODE: **SRFS 100510**

TOTAL NUMBER OF DELEGATES TO BE ENROLLED

> DELEGATE DETAILS [Please print clearly]

1 First Name and Surname _____
 Position _____
 E-mail _____
 Cell No.

2 First Name and Surname _____
 Position _____
 E-mail _____
 Cell No.

Special Dietary Needs No. of Kosher No. of Halaal Other _____

Special Needs (e.g. wheelchair) _____

TO REGISTER ADDITIONAL DELEGATES, PLEASE COMPLETE THE INFORMATION ON THE PAGE OVERLEAF.

> COMPANY DETAILS

(Please include your company details & VAT No. as required on the invoice before submitting your enrolment form)

Full Company Name _____
 Postal Address _____
 _____ Postal Code

Company VAT Registration No.

Telephone No. Fax No.

> PAYMENT DETAILS

Invoice Contact Person _____
 Telephone No.

E-mail _____

Purchase Order No (if applicable)

Do you require separate invoices for each delegate? YES NO

NB: Please include your BizTech invoice number as a reference on your deposit when making payment.

> AUTHORISATION

Name _____
 Position _____
 Telephone No.

E-mail _____

Signature _____ Date / /

Fees **R6 890.00 (excl. VAT) per delegate**
 Surcharge per Halaal meal **R 65.00 (excl. VAT) per person per day**
 Surcharge per Kosher meal **R 175.00 (excl. VAT) per person per day**

A 5% discount is applicable for all registrations received two weeks prior to course commencement (26 April 2010). Upon receipt, a tax invoice will be processed and payment is required prior to the start of the scheduled course.

You will receive course confirmation via Facsimile or E-mail. If you have not received your confirmation five (5) days prior to the scheduled date of the course, please contact Hajira on 0861 BIZTECH/011 582 3300. If the course is not held for any reason, BizTech's liability is limited to the refund of the full course fee. Substitutions may be made at any time prior to the start of a training course. Submission of this enrolment form constitutes acceptance of BizTech's terms and conditions.



ENROLMENT FORM (CONT.)

> DELEGATE DETAILS [Please print clearly]

3 First Name and Surname _____

Position _____

E-mail _____

Cell No.

4 First Name and Surname _____

Position _____

E-mail _____

Cell No.

5 First Name and Surname _____

Position _____

E-mail _____

Cell No.

6 First Name and Surname _____

Position _____

E-mail _____

Cell No.

7 First Name and Surname _____

Position _____

E-mail _____

Cell No.

8 First Name and Surname _____

Position _____

E-mail _____

Cell No.

9 First Name and Surname _____

Position _____

E-mail _____

Cell No.

10 First Name and Surname _____

Position _____

E-mail _____

Cell No.

