

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 demotivated '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

26 - 27 November 2012

COURSE DURATION

2 days - 08:30 to 16:30 daily

COURSE FEES

R7 380 (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

- A detailed manual, workbook and CD
- A quality folder, notepad and pen
- One month of free telephonic and e-mail support included

SETA ACCREDITATION

BizTech Training is accredited as a Training Provider with the Services SETA (No: **3880**). Make sure that you complete your Workplace Skills Plan, and you can claim back the relevant percentage of your Skills Development Levies!

ICAP ACCREDITATION

This course is accredited by **ICAP** (the Institute for Certified Administrative Professionals). By attending you earn 10 CAP points®

LEVEL 1 BBBEE STATUS

Spending with BizTech counts twice! You can claim 135% of any training spend with us towards your Procurement scorecard, and everything spent with us on training your qualifying staff will count towards your Skills Development target!

THE VENUE

The course will be held at the AstroTech Conference Centre, in Parktown, which boasts the unusual combination of an upmarket business venue, security and convenience, in a setting which captures the historic grace and style of Johannesburg's golden era.



Centrally situated, you can step off the Gautrain at the Rosebank station, or exit the M1 at the Joe Slovo/Houghton Drive offramp, and we are just around the corner.

For a list of accommodation options nearby, visit <http://www.astrotechconf.co.za/accommodation>

TERMS & CONDITIONS

- If the course is not held for any reason, BizTech's liability is limited to the refund of the full course fee.
- Should course expectations not be met for any reason, delegates are given the opportunity to leave before lunch on the first day, and receive a full refund of the course fee.
- Payment is due before the start of the course, unless other terms form part of our Supplier/Client agreement.
- Failure to pay on time does **not** constitute cancellation of the booking, and the Terms and Conditions applicable to Cancellations and Postponements as set out below will apply.
- To avoid possible additional costs, **WRITTEN NOTICE** of any changes to your booking must be received at training@biztech.co.za within the following timeframes:

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| CANCELLATIONS: | |
| CANCEL WITHOUT COSTS: | If you advise us BY EMAIL at least SEVEN calendar days before the course |
| PAY 50% OF THE COURSE FEE: | If you advise us BY EMAIL less than SEVEN calendar days, but more than 24 hours before the course |
| PAY 100% OF THE COURSE FEE: | If you advise us BY EMAIL less than 24 hours before the start of the scheduled course, OR if the delegate is ABSENT without notification |
| POSTPONEMENTS: | |
| WITHOUT COSTS: | If you advise us BY EMAIL more than THREE working days before the course |
| WITH ADDITIONAL FEE (R1,430 PER DELEGATE): | If you advise us BY EMAIL THREE or less working days before the course starts, or if the delegate is ABSENT without notification, but still wants the option of postponement |
- The invoice for the training remains due and payable as at the scheduled start date of the original course booked, and payment terms are not extended for postponements or exchanges to future courses.
- Postponements must be utilised within a maximum of **SIX** months from the scheduled date of the original course booked, or the course fee will be forfeited.
- Once you have postponed, the **CANCELLATION** terms above **no longer apply** to the future course, and you cannot subsequently cancel the booking without being liable for the full course fee.
- Special promotions applicable to the original course dates will **not** carry over to the postponed dates where the new dates fall outside of the promotion period.
- **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 email to BizTech, that person consents to receiving communications electronically or otherwise by BizTech and/or its business partners.
- **DISCLAIMER:**
BizTech 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.



