

# Professional Receptionist

Date: Wednesday 24 February 2010

Time: 9am - 12noon

Venue: TBA

Cost: £75

Tutor: Lucy Mallet

---

## Course Description

As the first point of contact to clients, potential clients and suppliers, either face-to-face or over the telephone, receptionists are the one responsible for projecting the company image and creating the first impression.

Creating the right company image is paramount for success as organisations can be judged on the first impression that the receptionist makes.

## Course Content

- What is your company image and how does your role fit into your organisation
- Reviewing and improving face-to-face communication
- The importance of active listening and asking the right questions
- Telephone skills including projecting the right company image over the telephone, dealing with calls confidently and efficiently and communicating with clarity in your voice
- Handling difficult situations face-to-face or over the telephone

Please contact Martine Ellis at the Guernsey College of Further Education on 737925 or email [martinee@gcfe.net](mailto:martinee@gcfe.net) to book your place.