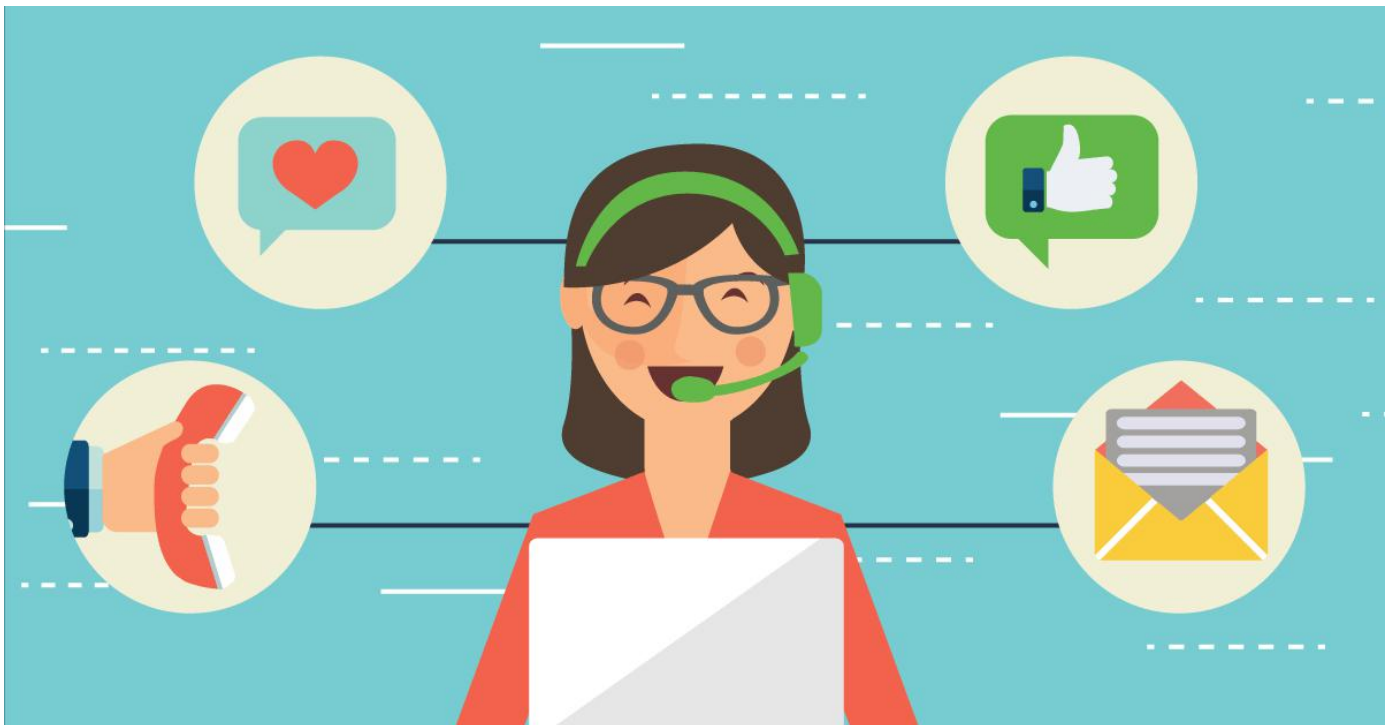


# THE POWERFUL RECEPTIONIST

## Best Practices to be Instrumental at The Front Desk



### INTRODUCTION

In ANY industry today, apart from face-to-face encounter, the next important first impression of your business is via an initial phone call that comes through the front desk. The first word projected by your front liner does dramatically impact a customer's perception of your employee's skills and overall performance.

### LEARNING OUTCOMES

Upon completion of this program, the participants should be able to:

- ❖ Enhance customer service skills through professional phone techniques and etiquettes
- ❖ Enriching effective and professional vocal for powerful on-the-line service
- ❖ Understand the basic telephone protocol for professionalism
- ❖ Gain confident to handle different type of callers
- ❖ Develop listening, questioning and feedback skills for effective telephone communication
- ❖ Develop strategy and harness competency in taking and managing messages

### LEARNING APPROACH

Active learning activities are included to allow participants to engage actively in the learning process. The active learning activities are such as:

- ✓ Group discussions
- ✓ Videos presentation
- ✓ Role plays
- ✓ Fun learning activities

## **COURSE OUTLINE**

### **MODULE 1: BASICS OF TELEPHONE ETIQUETTES**

- ❖ Telephone as successful business tool
- ❖ Importance of effective telephone communication
- ❖ Business telephone protocol and courtesies
- ❖ Challenges of telephone communication

### **MODULE 2: YOUR PROFESSIONAL POWER PHONE IMAGE**

- ❖ Mastering your telephone vocal for power brand
- ❖ The right posture of taking calls
- ❖ Familiarising behaviour of different caller's communication styles
- ❖ Manage phone EQ
- ❖ Phone rapport magic vs rapport spoiler

### **MODULE 3: PHONE HABITUDE**

- ❖ Skill enhancement with RINGS techniques
- ❖ Make your customer feel welcome and important
- ❖ Active listening with professional acknowledgement
- ❖ Managing efficiently challenging callers
- ❖ Excellent closing the conversation

### **MODULE 4: MANAGING PHONE MESSAGE EFFECTIVELY**

- ❖ Right tools at the right place at the defining moment
- ❖ Right name, right company, right salutation
- ❖ Effective message taking technique
- ❖ Relevant statement to avoid

