



Webinar Events
live & interactive



Professional Receptionist Your Company's Image Matters!

Delivered as: Interactive Workshop or Tutor-led Webinar

Live and interactive with exercises, discussion and actions to take away

Suitable for: Anyone representing the company in a front line reception position, or who is expected to deputise in this important role from time to time, and who needs to make the right impact on the front desk.

Introduction and Workshop Objectives

- Finding out what you want to achieve today
- Identifying your personal strengths and areas for development
- The importance of the company image
- Interacting with clients/colleagues – never off duty!
- The reception area as public space

The Role of the Receptionist

- How do you feel in your role?
- Looking at your main tasks
- Your role in the wider organisational context
- The importance of first impressions
- Your handshake, personal presentation, body language and communication skills

The Essentials of good Telephone Manners

- What are good telephone manners
- The importance of your voice, how you speak and what you say
- Taking and handling messages
- Handling difficult people/callers
- Practise your telephone skills

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The Link between Attitude and Performance

- What forms a good or wrong attitude?
- How does your attitude and motivation affect your performance?
- What can you do to improve your attitude when you have a 'bad' day?

Action Plan

- Recap key learning points
- How to keep it up and develop back at work

Other Topics to Supercharge Your Career and Relieve Stress:

- Minutes and Meetings
- Effective Business Communication
- Self-Esteem and Assertiveness
- 1 Day PA

For more information or to book please call **020 7256 6668, Option 2** or email **info@gbclearning.co.uk**