

## Reception and email correspondence

Training course offered by VETTA Communication (Pty) Ltd



### OBJECTIVES

The receptionist is the 'window of the company' and has one chance at creating a positive impression, be it in person, by telephone or e-mail. During this session emphasis is placed on understanding the importance and required standards of this key role; dealing with conflict and confrontation; pro-active problem solving; abiding by the right business protocols and maintaining a positive attitude.

### COURSE CONTENT

#### Introducing the role

- Job description
- Understanding the role, function and requirements at the front desk
- Noting personal attributes and aligning them with the position
- Being aware of the value you add to the growth of the company
- Company image, dress code, grooming
- Positive attitude within self and toward others
- Understanding client expectations and meeting those requirements
- Abiding by office etiquette, company protocol and teamwork
- Dealing with stress, criticism, distractions and office politics

Workshop suitable for front line staff and relief receptionists

#### Communication skills

- Handling walk-in clientele positively as well as internal colleagues
- Active listening, assertiveness without aggression and reinforced feedback
- Working through complaints, problem solving, conflict situations
- Telephone procedures: promptness in answering calls, vocal tone, proactive questioning
- Call screening, message taking dealing with busy boards
- Positive and professional communication
- Email correspondence - formality vs. informality

#### Procedural skills

- Required frontline standards and presentation
- Access and safety

#### Raising the bar

- Energy, motivated and effectiveness
- Keeping ahead of new developments and training

### COURSE DETAILS

**Duration:** 1 day  
**Date:** 2011  
**Time:** 08h30 - 16h30  
**Cost:** R1766.00 p/person ex 14% VAT

**Included:** Lunch, refreshments, facilitation, training manual, E-certificate and unlimited support post training.  
**Venue:** Winchester Mansions Hotel, 221 Beach Road, Sea Point

**This workshop can be presented at your premises**

Book on line [www.vetta.co.za](http://www.vetta.co.za) or contact 086 111 VETTA (83882) *Email:* info@vetta.co.za



VETTA Communication (Pty) Ltd.  
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"Passion colours everything it touches"

