

## Reception Skills



<b>QFI FETAC Code</b>	Level 4 - 4N1867 Minor module - Credit value 10
<b>Duration</b>	1 full day (1 <sup>st</sup> day) and 6 mornings  You are also expected to engage in self learning hours outside the course  You are also encouraged to form a support group with your colleagues meeting either in person or by telephone / Skype between the classes
<b>Overall aims of Reception Skills</b>	The role of the Receptionist is the corner stone to any organisation as you do not get a second chance to make a good first impression, and as your reception area is the first impression many clients get of your business  This Reception Skills programme is designed to equip you as part of the front line reception team to communicate effectively with your customers / clients in a positive interactive manner. The training focuses of enhancing skills, knowledge and practical know how in handling customers both face to face and over the telephone.
<b>What exactly are Reception Skills?</b>	Receptionist skills include meeting and greeting client (both by telephone, email and in person). Receptionists are usually seated at the entrance of an office and do a variety of administration duties including answering phones calls, photocopying, distributing mail, signing for packages / deliveries and general office duties. Some organisations employ a receptionist for the sole purpose of answering phones and meeting clients, however in the modern digital age you may have to undertake many duties
<b>Who should attend?</b>	This programme is designed for: Anyone already working in a reception capacity who wish to up-skill Anyone wishing to take on reception duties either as a new role or as a part of their current position

	Anyone returning to the workplace in a reception role
<b>What will I learn?</b>	<ul style="list-style-type: none"> <li>• Identify and be efficient in the key roles of the receptionist including communication skills, making and receiving a call and dealing with clients</li> <li>• Understand the use of positive language</li> <li>• Recognise different types of business organisations / internal and external influences</li> <li>• Learn / up-skill in the use of technology especially email, using a company (electronic) diary</li> <li>• Effect of legalisation on organisations and reception skills (including H &amp; S)</li> <li>• The reception environment - maintaining an organised, tidy, efficient and pleasant working environment and professional appearance</li> <li>• Reception Frontline Activities</li> <li>• Display a knowledge of office equipment</li> </ul> <p>Plus lots more...</p>
<b>To achieve your QQI FETAC certificate in Personal Effectiveness</b>	<p>You must complete the following</p> <ul style="list-style-type: none"> <li>• 80% attendance</li> <li>• Satisfactory completion and grade of QQI FETAC assignments</li> </ul> <p>Including: Portfolio / Collection of Work 40% Skills Demonstration 60%</p>
<b>Would you like to talk to us about this training programme?</b>	To find out more about the Reception Skills programme please contact Maeve Finch of Total Focus on 085 735 4446 or by filling in the enquiry form on the right
<b>'In-house' training</b>	<p>Please note that this programme can be delivered 'in house' and tailored to the needs of your organisation</p> <p>Contact Total Focus for a quotation</p>