

## TELEPHONE AND RECEPTION SKILLS 1 Day

Virtual | Blended | Online | Classroom

*(Credits gained towards National Certificate: Business Administration, NQF 3)*

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### 1. UNIT STANDARD

#### Monitor and control reception area

Unit Standard: 13928  
NQF Level: 3  
Credits: 4

#### Process incoming and outgoing telephone calls

Unit Standard: 7790  
NQF Level: 3  
Credits: 3

### 2. PROGRAMME OVERVIEW

The reception desk is often the first point of contact between clients and a business. This makes it a critical gateway, so to speak, for the flow of business. As such, the people stationed at said gateway are a vital part of ensuring that clients and customers have both a positive first impression of day-to-day operations *and* a healthy ongoing relationship with the business.

The **Telephone and Reception Skills** course covers all key aspects of proper conduct and best practice in the reception area. It also equips front-line telephone operators with the practical skills to operate productively and efficiently in this environment.

The course has been designed to encourage new and experienced front-line staff to interact with each other and discuss the challenges of their position, to solve problems and enhance their motivation and commitment to this critically important role.

***Growing People...Building Talent...Creating Leaders***

***Accreditation and Certifications***

*Microsoft, CompTIA, Certiport, Pearson Vue, CertNexus, IC DL, IMM,  
MICT, MerSeta, BankSeta, ICB (Fasset), W&R, ETDP, Services Seta, LGSeta & Growing...*

### 3. LEARNING OUTCOMES

The **Telephone and Reception Skills** course is designed to:

- Guide receptionists through the key objectives of the reception position.
- Discuss “best practice” options and systems.
- Give front-line telephone operators practice in excellent telephone techniques.
- Enhance delegates’ telephone skills and knowledge.
- Provide a forum for delegates to practice problem solving techniques.
- Help develop a positive attitude.
- Teach the importance of “dressing for success and personal grooming.

### 4. TARGET AUDIENCE

Our **Telephone and Reception Skills** course has been compiled specifically for both new and experienced reception and switchboard staff.

### 5. OUTLINE

<b>Module 1: Communication</b>	<b>Module 2: The Telephone</b>
Introduction Communication in the Workplace Components of Communication Barriers to Communication Overcoming barriers to Communication Effective Listening and Questioning Skills	Dealing with Callers Dealing with Complaints Voice Development Telephone Techniques Incoming Calls Taking Messages Outgoing Calls
<b>Module 3: The Role of the Receptionist</b>	<b>Module 4: Effective Reception Systems</b>
The Function of the Reception Area The Role of the Receptionist Skills, Knowledge and Attitudes of the Receptionist Dealing with Visitors	The Importance of Systems in Business The Appointments Diary The Callers Register The Staff In / Out Records Index of Callers Cards Maintenance and Deliveries Security and Safety Journalists and Reporters Lost Property
<b>Module 5: Personal Grooming</b>	
Image and dress code Attitude Body Language Projecting a positive image Posture and Eye Contact The Handshake Other people’s space	

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## 6. TRAINING METHODOLOGY

All training interventions can be facilitated via Online, Virtual Instructor-Led Training, Face-to-Face, or through a Custom Blended approach.

Demonstrations, role-plays, experiential exercises, discussion activities and videos are used to encourage participation among delegates. Delegates are encouraged to relate the core concepts to working areas, which they feel, are relevant.

Upon course completion, a report will be provided with the facilitator's feedback on the delegate's performance which identifies areas for further development

## 7. THE NEXT STEP

*On successful completion of a formal Portfolio of Evidence (PoE) credits are gained towards the following qualification:*

**National Certificate: Business Administration, NQF 3**

You might also be interested in the following course. Click on the course name to learn more.

**Interpersonal Communication Skills**

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**Upcoming Events**

**For in-house or customised training requirements**

**Get in Touch**

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