

# Receptionist Skills Training Course Brochure

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1 Day Practical Workshop



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# The Right Fit.....For You

**This course has been designed to help your receptionist staff to increase their self-awareness and improve the impact and effectiveness of their client interactions.**

This one day course will give your staff the skills they need to greet clients in a professional manner, how to speak and be heard, communicate professionally and enhance client relationships through customer service excellence when they are working on the reception desk.

During the course learners will analyse the essential ingredient of presenting a professional image i.e. Attitude and Behaviour. The course also covers how to best use their communication skills when meeting and greeting clients and how to make the most of each interaction with each client.

At the end of the course each learner will have a clear understanding of why excellent service is of primary importance.

Below you will find the proposed course outline.

Our trainer will also work with you before the course to get your input and tailor the content as needed.

*"Everyone thought Andrew was great and the course really developed their skills as internal trainers."*

**Dearbhla Casey, HR Manager, Irish Country Meats**



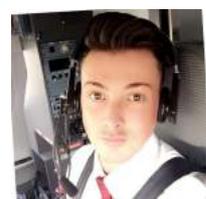
*"We are all very happy with the training carried out last week & will definitely be in contact in the future"*

**Aoife O'Rourke, Key Account Manager, Tool & Plastic**



*"Great exercises, very relaxed and great models to explain, learning process and delivery of the information."*

**Jonathan Latimer, Fleet Training Instructor, City Jet**





# Why Choose DCM Learning

At DCM Learning we have a strong culture of working in long-term relationships with our clients. Although it's a bit of a cliché, we strongly believe that our client relationships are partnerships and that's the best way for our clients to get the best results.

## Specific reasons to choose DCM:



**Support:** 15 full-time training consultants plus support staff (21 in total). We are large enough to be well resourced but small enough to care.



**Experienced:** We have many years' experience providing customised training programmes for small and large companies. Last year, we delivered onsite training with 521 companies.



**Excellent Trainers:** Our trainers combine professional training know-how with relevant experience in their chosen training field



**Quality Assured Training:** Make sure you Safeguard Your Training Investment. DCM offer courses accredited by the following national and international certification bodies.



## You're in Good Company

We work with small and large companies, individuals, Government Agencies, Universities and blue chip companies such as Google, AIG, Glaxo Smith Kline, and Symantec, so you can have confidence in our ability to deliver the results you want to achieve.





# Receptionist Skills Training

## COURSE OVERVIEW

This 1-day course will give your staff the skills they need to greet clients in a professional manner, how to speak and be heard, communicate professionally and enhance client relationships through customer service excellence when they are working on the reception desk.

During the course learners will analyse the essential ingredient of presenting a professional image i.e. Attitude and Behaviour. The course also covers how to best use their communication skills when meeting and greeting clients and how to make the most of each interaction with each client.

## LEARNING OUTCOMES

By the end of the course each learner will:

- Be motivated to make the most of each interaction with clients and site visitors
- Know what makes a great client experience
- Understand the importance of a warm yet professional approach
- Understand what clients expect and why
- Maintain a positive attitude when speaking to clients
- Identify and appreciate company values and etiquette

Below you will find a proposed course outline detailing the topics that could be covered on the training programme.

*In addition, we will consult with you before the programme commences to tailor the content. This way we can be sure to address the specific needs of the team.*



# Course Content

## TOPIC 1: UNDERSTANDING WHAT A GOOD CUSTOMER EXPERIENCE IS

- What makes a great client experience?
- The opening words - How to meet and greet the clients
- The Client Relationship - building rapport/client expectations/continued engagement
- How can we go the extra mile?

## TOPIC 2: CUSTOMER SERVICE EXCELLENCE

- How to develop excellent customer care
- How to Present a Professional Image - highlight the power of the right first impression, setting the tone for a good client experience
- Maintaining a positive attitude when dealing effectively with all types of clients
- How to be confident when speaking to clients - speak clearly and be heard

## TOPIC 3: PROFESSIONAL COMMUNICATION SKILLS

- Self-Assessment of your Own Style - the associated strengths and weaknesses
- Communicating over the phone and face to face vs via email - points of difference
- Non-Verbal Communication - smile/eye-contact/posture/mirroring/para-language
- Measuring Client Satisfaction - interpreting body language and vocal tones
- Understanding your tone; "It's not so much what you say but how you say it"
- Use of Questioning and active Listening - listening versus hearing

## TOPIC 4: ROLE PLAYS / INTERACTION

- Customer Experience Mapping - putting yourself in clients shoes



## Ann O'Brien

### Training Associate

Ann O'Brien is among Ireland's most experienced and successful trainers in Customer Care and Communication Techniques. She has over fifteen years of involvement with some of Ireland's largest and most dynamic companies.

Ann had a pioneering role in the formation and successful development of Banking 365, Bank of Ireland's award-winning telephone banking service, which registered 98% satisfaction rating within one year.

Extensive group participation, team building and motivational exercises are central to all of Ann's training programmes. While providing highly effective customer care training, Ann simultaneously motivates learners and gives them a renewed sense of confidence and pride in their new roles.

Some of Ann's achievements include:

- Played an instrumental role in Banking 365 winning the following accolades at the Irish Call Centre of the Year Awards over the years including Best Customer Service Delivery (twice) and Call Centre of the Year
- Programme Coordinator, Irish Management Institute
- Diploma in Management, Irish Management Institute

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*Ann O'Brien is a wonderful, experienced, sincere and motivating trainer. Honestly I couldn't say enough good things about her. My team is buzzing this morning. They are motivated and enthusiastic and implementing the new learnings!"*

Sarah Hamilton Young, Customer Service Manager, Xtratherm

**Xtratherm**  
More than insulation



# Inhouse Training, One Size Doesn't Fit All.

**Does your team need training? DCM Learning has a full range of training courses and qualifications available for your team and company, in-house or off-site.**

Based on your requirements, we will develop a custom-made training programme and deliver it specifically for your employees in a chosen location - giving them the exact skills and knowledge they need whilst saving on venue hire, travel, time and associated expenses.

Each daily session will be delivered onsite at a location of your choosing over a 7-hour period. We are flexible on group size, but for group sessions we would recommend a maximum of 15 people to allow for the more interactive elements of the course.

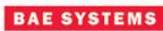
Below is an overview of our Inhouse Training Delivery and Costs:

| Details                       | 1 Day Training           | 2 to 5 Days Training      | 6+ Days Training          |
|-------------------------------|--------------------------|---------------------------|---------------------------|
| <b>Cost</b>                   | €1,095 per day           | €995 per day              | €895 per day              |
| <b>Materials</b>              | Included                 | Included                  | Included                  |
| <b>Travel Expenses</b>        | Included                 | Included                  | Included                  |
| <b>Areas Covered</b>          | All Counties             | All Counties              | All Counties              |
| <b>Customisation</b>          | Course Customised        | Course Customised         | Course Customised         |
| <b>Survey</b>                 | Pre & Post Course Survey | Pre & Post Course Survey  | Pre & Post Course Survey  |
| <b>Account Management</b>     |                          | Dedicated Account Manager | Dedicated Account Manager |
| <b>Free Public Course</b>     |                          | 1 Free Place              | 3 Free Places             |
| <b>Public Course Discount</b> |                          | 15%                       | 25%                       |



# Who We Work With

We train organisations of all shapes and sizes, from small businesses up to global enterprises. But we never forget that every individual matters, and we make sure that every learner gets what they need to reach their potential.





**Set your career on the  
right course**

**DUBLIN**

- ☎ 01 5241338
- ✉ [dublin@dcmlearning.ie](mailto:dublin@dcmlearning.ie)
- 📍 Guinness Enterprise Centre

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