

## Professional Receptionist Seminar

**Designed for:** Those who wish to represent a company in a front line receptionist position, or who are asked to deputise in this important role from time to time.

**Prerequisites:** None

**Objectives:** To understand the importance of the receptionist's role and project the best image for your company.

**Cost:** 5500 (MUR)

### COURSE CONTENT

- Understand the duties of a receptionist
- Learn about the importance of a reception area
- Learn how to present a positive image
- Learn how to make a first impression people remember.
- Learn how to develop strategies for dealing with different situations
- Learn how to receive visitors professionally.
- Develop effective listening skills and focus on customer care.