

# برنامج مكتب الإستقبال RECEPTION & FRONT DESK Program



30 HOURS ساعة

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INTERNATIONAL  
CERTIFICATE

# PROGRAM SUMMARY

The aim of this program is to provide the skills of behavioral and human being communication, to deal effectively and competently with different people and situations through the identification of the individual nature, needs, interests and expectations, and to make sure that every customer gets excellent treatment. The program also intends to highlight the importance of receptionist jobs and its role in building distinguished relationships between the company and its clients.

Through this program, enrollees are expected to gain communication skills and professionally deal with different kinds of people and situations by learning their characteristics, needs, wants and their expectations of a guaranteed high level of services.



# PROGRAM OBJECTIVES

- Identify common communication problems that are holding them back
- Learn ways to handle difficult situations
- Create positive relationships and learn "uplifting talk"
- Improvise ways to deal with communication barriers
- Learn advanced techniques in telephonic conversation
- Learn how to creatively deal with objections and negotiate







# WHO SHOULD ATTEND?

The program is targeted for:

- Receptionists
- Company Front Desk Staff
- Guest Relations Officers/ Managers
- Secretaries

## TOPICS CONTENT OUTLINE



### MODULE 1

- Features of professional image
- Key aspects of polished presence for professional service at front desk
- Importance of adopting credibility at work
- Creative ways to organize desk space
- Understand the "why's" behind basic marketing practices

### MODULE 2

- Ways to greet customers
- The role of body language
- Communication Techniques to interpret body language

### MODULE 3

- Creating customer value, being courteous and cautious
- Dealing with unexpected situations, difficult customers without losing patience
- Practice skills to exhibit running friendly, safe and efficient front desk.