



How to be a Professional Receptionist 专业的前台培训

目标与内容 Objectives and Content

The role of the receptionist is paramount importance for creating the right image for an organization. "You don't get a second chance to make a first impression" has never been so perfectly true than with regard to the role of the modern receptionist. Today, receptionists are being asked to take on new roles and responsibilities in order to add value to an organisation. This course examines the role of the receptionist and gives practical tips and advice so that you can fulfil your job in a professional way and perform at your best.

前台接待在组织中的角色是极为重要的，因为她时刻树立着并代表着公司的整体形象，“没有第二次机会留下第一印象”。因此，组织对于前台接待这一角色的要求也越来越高，他们有责任为公司构建正面形象，本课程将从服务的角度，为前台接待员提供非常实用的技巧，提升她们的整体素质。

参加对象 Target Group

Newly appointed Receptionists, or experienced Receptionists who want to benefit from continuing development and improvement of their existing skills.

那些新担任前台接待工作的，或者具有前台接待工作经验的，想进一步提升与发展自己职业技能的人。

大纲 Outline

- How to make the first impression in the right way
- Meeting and greeting visitors
- Effective communication: verbal and non-verbal communication, sending and receiving messages
- Questioning techniques to understand a caller's/visitor's requirements
- Telephone etiquette: best practice in taking and transferring a call
- Dealing with difficult situations and people
- Handling complaints: tips for controlling yourself
- Managing a computer, e-mail and documents
- 创建良好的第一印象
- 接待来访者
- 高效沟通
 - 语言与非语言，传送与接收信息
- 运用提问问题的技巧，获取顾客需求
- 电话礼仪
 - 接转电话、留言电话
- 处理有问题的人和事
- 处理投诉
 - 控制自己的情绪
- 管理电脑、文档、邮件

培训顾问 Trainer May HE

May He has 17 years of working experience conducting professional training and human resources development. Ms He has been in charge of designing training courses, implementing training plans, guiding and supervising departmental training activities. She has delivered many management skills' training courses to mid- and senior-level managers in hospitality, retailing, logistics and the manufacturing industries. These include: Time and Stress Management, Powerful Presentation Skills, Effective Teamwork, Business Etiquette and Telephone Skills, Train-the-Trainer, Communication Skills, Effective Teamwork, Communication Skills, Working across Cultures Effectively, Excellence in Customer Service, Change Management and Leadership.

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April 23,
August 28, 2019

价格 Price
Members:
RMB 2200
Non-members:
RMB 2700

Fee includes
lectures,
course
materials and
lunch.

包括会务，
资料费，午
餐费。

语言 Language
Chinese