XCELERATE TRAINING INSTITUTE

your learning & development partner

OFFICE ADMINISTRATION

Corporate Receptionist Skills Training Course

DURATION	LANGUAGE	FORMAT
5 days	English	Classroom / Online

Upcoming dates

Dates	Venue	Format	Fee
17 – 21 May 2027	Live online	Online (live)	€1,200
22 – 26 Nov 2027	Live online	Online (live)	€1,200
27 – 31 Dec 2027	Boston	Classroom	€4,800

Register or ask a question

Online: x8ti.com/course/corporate-receptionist-skills-training-course/

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Corporate Receptionist Skills Training Course

Introduction

A receptionist is often the first point of contact for clients, setting the tone for their experience with the organization. A warm and knowledgeable receptionist instills confidence in clients and can convert potential customers into loyal ones. Beyond greeting visitors, receptionists handle calls, prioritize them, organize correspondence, and present information to executives, enhancing overall productivity.

Xcelerate Training Institutes offers a Receptionist Training Course to equip participants with essential skills, from basic to advanced, ensuring they deliver exceptional performance and contribute to the organization's success.

Learning Objectives

The Receptionist Training Course aims to achieve the following:

- Develop receptionists into the welcoming face of the office for clients.
- Ensure a positive first impression for clients, whether in person or on the phone.
- Enhance office productivity by effectively managing visitors and phone calls.
- Organize and present client interactions in order of importance.
- Maintain long-term client relationships.
- Anticipate and fulfill client needs.
- Increase efficiency through conflict resolution skills.

Training Methodology

The course includes:

- Interactive sessions and lectures
- Presentations
- Management games
- Role-playing/modeling
- Case studies
- Group discussions
- Problem-solving sessions Xcelerate Training Institutes follows the 'Do-Review-Learn-Apply' model.

Benefits for Your Organisation

Organizations will benefit from:

- Professional receptionists who efficiently handle calls and messages, improving office efficiency.
- Enhanced departmental connectivity and coordination.
- A more organized office environment with proper scheduling and timely appointments.
- Improved company image through competent and polished receptionists.

Benefits for You

Participants will gain:

- Practical knowledge of running the receptionist area.
- Confidence from developing necessary skills to represent the office.
- Improved communication, persuasive, and clerical skills.
- Ability to multitask and handle multiple situations simultaneously.
- Skills to manage pressure in a demanding role.
- A creative mindset that opens doors to new opportunities.
- Career advancement by becoming more skilled and gaining an edge over peers.
- Proficiency in using technology for the job.

Who Should Attend

This course is ideal for:

- Receptionists
- Front desk agents/assistants
- Office clerks
- Office managers
- Office secretaries
- Administrative assistants
- Front office managers
- Entrepreneurs and start-up founders

Course Outline

Introduction to the Role of a Receptionist

- Front office operations
- Types of receptionists in different industries
- Essentials of being a receptionist
- Role as the gatekeeper - screening guests and calls
- Use of technology

Interaction with the Clients

- Welcoming messages
- Recognizing client needs
- Managing waiting time

Handling Calls

- Taking and filtering messages
- Routing calls
- Scheduling appointments

Communication Skills

- Intent and modes of communication
- Recognizing communication networks
- Oral and written communication
- Barriers to effective communication
- Listening skills

Body Language and Appearance

- Non-verbal communication
- Etiquette and gesture clusters
- Appropriate dressing

Administrative Skills

- Time management
- Handling pressure
- Developing oversight
- Clerical skills
- Organizational skills
- Customer service
- Multi-tasking

Developing Relationships with Clients

- Acknowledging clients
- Regular check-ins
- Gathering feedback
- Ensuring client needs are met
- Maintaining confidentiality

Conflict Resolution

- Handling difficult guests
- Negotiation techniques
- Problem-solving approaches

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Registration Form

Corporate Receptionist Skills Training Course

Preferred dates: ..... Venue or online: .....

Duration: 5 days Language: .....

Please complete and email this form to us, or register online. We confirm your place and send the invoice within one working day.

Delegate information

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Official email: ..... Personal email: .....

Company information

Company name: .....

Address: .....

City / country: ..... VAT / tax number: .....

Person responsible for training & development

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Email: .....

Payment

☐ Please invoice me ☐ Please invoice my company

Signature: ..... Date: .....

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Email this form
info@x8ti.com

Register online
Open the course page