



The Central Chamber of PIFSA

Presents

Communications

COURSE OBJECTIVES:

First impressions are lasting and customers can be won or lost during their encounters with your business. Realise the value of an efficient and motivated receptionist and ensure that customers and other business contacts receive a good first impression. Skill your staff for this position.

WHO SHOULD ATTEND THIS COURSE:

This course is aimed at those Members of the organisation who are on the front-line when dealing with clients, such as Receptionists, Administrators, Client Liaison Officers and Customer Care Officers. Delegates are equipped with telephone, e-mail and personal presentation etiquette, and also taught how to deal with difficult customers in a diffusive manner.

COURSE CONTENTS:

- Customer Service
- The Reception Area
- Handling Appointments
- Messages
- Telephone Technique
- Grooming and Appearance
- Communication Skills
- Greetings
- Dealing with Complaints
- Security and the Reception Area

DURATION:

Duration : 1 day – refer to national calendar for dates
Time : 08:30 – 16:30

COST PER DELEGATE INCL VAT:

Please contact the Central chamber for pricing.
The course includes a Light lunch, tea, coffee and Course notes
A minimum of 10-15 delegates required

VENUE:

The Braids, Unit D, Ground Floor, 113-115 Bowling Avenue, Gallo Manor

ENROLMENT:

For any further information please contact Sam-Sue Bricknell at the Central Chamber office on 011 287 1167 or Central-chamber@pifsa.org. For enrolment please complete the Enrolment form and fax it to Sam-Sue on 086 508 1350 or 011 287 1178