



professional  
development

# Receptionist Skills Course

In-Company Training (1 Day)

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Practical Skills

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Tailored Workshop

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in-company for  
teams



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# About This Course

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## Professional Receptionist Skills

Our 2-day Receptionist Skills course provides useful guidelines on how to achieve the best results within this role.

This course is for anyone who is the first point of contact with clients in an organisation.

Participants will gain tips on how to create a professional yet personable image at all times, strong communication skills, and the ability to handle difficult situations.

## Tailored Group Training

This course is only available as a customised, group or in-company training solution. We deliver training exclusively to your team, at your premises or online via live virtual training. You choose the training dates, which means that disruption to your team is minimised.

# Delivery Style

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We run this Receptionist Skills Course for in-company (often called “in-house” or “on-site”) training.

This means that we deliver training exclusively to your team on a date you choose.

There are many benefits to choosing an in-company style of delivery.

## How In-Company Training Works

When you get in touch with us about in-company training - either by phone or by requesting a quotation using the button on this page - our expert training consultants will work with you to find the best training solution for your needs.

We will create a programme that addresses the issues and goals at the top of your list, and choose a training delivery method and dates that suits you best.



## Why In-Company?

- ✔ **Tailored for Your Team** - While still adhering to the course syllabus, we can take your business and any challenges you are facing into account when delivering the course. We will make the training delivery relevant to your team.
- ✔ **You Choose the Delivery Style** - We can deliver this training as an in-person, classroom style course (where we come to your location), or by live, virtual classroom training (learn more on the next page).
- ✔ **Flexibility** - In-company training gives you the ability to schedule training at a time that works best for your schedule. It removes the inconvenience of having to take someone out of their role for training at a busy time.

[Get a Quote](#)

# Delivery Style: Live Virtual Training

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Virtual training enables participants to connect to live, trainer-led sessions from wherever they are located.

It's easy to connect and they will gain the benefits of a classroom style of training while enjoying the convenience of learning at home.

## How Virtual Training Works

In advance of training, we will send each participant the information and link they need to join the training.

To connect with our live training, participants will need a steady internet connection and a device with a web-camera, speakers, and microphone. Most home internet connections work perfectly for live virtual training. These days, almost all smartphones, computers, and tablets have built-in web cameras, speakers, and microphones.

Our training consultants will make sure everyone has guidelines on how to get connected. It's an easy, user-friendly process.



## Why Virtual?

- ✔ **Learn from Home** - This is an ideal solution for teams that work remotely. They can connect with real-time training sessions from wherever They are currently based.
- ✔ **Delivered by Experts** - By choosing our live virtual training, your team will learn from subject matter experts. They will also benefit from the ability to ask questions and gain advice from our trainers.
- ✔ **Group Training** - This style of training enables participants to interact virtually with their team. Via our online platform, they will be able to take part in group discussions and exercises without leaving home.
- ✔ **Focused Learning Environment** - One of the key advantages of an in-person classroom style training is the focused learning environment. Live, trainer-led virtual training also provides this high-impact format.

[Ask a Question](#)

[Get a Quote](#)

# What Are The Benefits?

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## ✓ Confidence in Your Abilities

Gain confidence in your skills and an ability to handle any situation that comes your way.

## ✓ Professional Telephone Skills

We give you guidelines on creating a polite and helpful telephone manner and handling challenging conversations.

## ✓ Helpful Organisational Guidelines

Any receptionist role involves time management skills and the ability to multi-task. We offer tips on how to structure your role to make the most of your time.

## ✓ A Practical Approach

We believe in “learning by doing”, so this workshop incorporates plenty of active learning, discussion and group exercises.



[Learn More](#)

[Ask A Question](#)

# Course Content

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## 1 First Impressions

- Understanding your role as first point of contact
- Delivering a confident, professional image at all times
- Remaining composed, even when under pressure

## 2 Communicating with Customers

- Understanding your customer's needs
- Communicating clearly
- Tone of voice and body language
- Listening and questioning skills

## 3 Handling Complaints

- Dealing with difficult situations by phone and face-to-face
- Handling complaints in a prompt, professional manner
- Achieving a positive outcome from complaints

## 4 Telephone Skills

- Projecting a helpful, approachable phone manner
- Managing calls and face-to-face customers at the same time

## 5 Organisation

- The benefits of creating and maintaining a to-do list
- Being prepared to handle the unexpected
- Coping with last-minute changes to arrangements

### Tailored for Your Needs



This is an example of our standard Receptionist Skills workshop content. When we deliver this course as an in-company training programme, we will discuss your challenges and priorities in advance of the training.

[Get a Quote](#)

## 3 Ways to Get Started

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### Talk to Us

You can reach us by phone on Freephone 1800 910 810, or 01 861 0700 (mon - thurs, 9.00am - 5.30pm, fri, 9.00am - 5.00pm).

We will be happy to answer any questions you have and advise on the best option for your team's receptionist skills training.

**Freephone 1800 910 810**



### Get a Tailored Quotation

Click the button below to request a tailored quotation for your company's receptionist skills training

We will be in touch with a detailed quotation fitting your team's requirements.

**Get a Quote**



### Ask A Question Online

If you would prefer to contact us online, request a phonecall, or to get in touch outside of office hours, using the "Ask a Question" button below is the best option.

We will respond with the information you need.

**Ask a Question**



# About Us

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## Professional Development - 34 Years of Innovation and Excellence

We believe that the key to a thriving and rewarding career is continuous professional development.

For over 34 years, Professional Development has led the way in providing practical, innovative courses leading to relevant and respected certifications.

We specialise in delivering training for core business skills including project management, agile, scrum, lean six sigma, management, communications, sales, it service management, and training design and delivery skills.

Our courses are designed to expand your skills, & enhance your career potential



### Our Courses

Our courses are a balanced blend of both theoretical learning and practical application. This focused learning environment optimises the impact of training.



### Our Clients

We provide training for Ireland's leading brands, working with companies of all sizes in every industry. We also provide training for non-corporate organisations.



### Our Team

Our trainers are chosen for their engaging manner and expertise in a chosen field. They bring a wealth of experience to each programme they deliver.



### Our Certifications

In many sectors, international certification is now essential. We provide many options for globally recognised certification in each subject area.

## Stay Connected

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# Contact Us

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