



Remarkable Reception



Course Overview

“Complaints – we love them!”

Dealing with complaints can be very daunting. On this course you will discover the twelve qualities that a remarkable receptionist needs to do their job, along with understanding the importance of dealing with complaints efficiently. This course also highlights how behaviour can make a situation better or worse.

Course Duration

One Day Course: 6 hours including lunch break and coffee break

Intensive Course: 4 hours with one short break.

Delegate Profile

Receptionists, business owners and business managers.

Course Content

- Who are receptionists?
- What do they do?
- What makes a remarkable receptionist?
- Moment of truth
- Cost of losing a customer
- How to deal with difficult customers.

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