

**Front Desk Skills:
Will the real person behind the
desk please stand up!**



OVERALL OBJECTIVE

The **Front Desk Skills** Workshop aims to equip participants with the skills to ensure the customer receives the best customer care at this interface. Be able to identify and profile customers, adjust communication styles appropriately, retrieve the necessary information or decision, and ensure the customer walks away both satisfied and retained as a customer.

OUTCOMES

Participants will be able to:

- Deal with difficult customers
- Fulfil the task of the director of first impressions
- Retrieve information in order to assist customers
- Enthuse and/or empower customers in interactions
- Make it pleasurable for customers to do business with them
- Set and deliver to front desk best practice performance standards
- Demonstrate effective listening skills, telephone techniques, and electronic communications
- Demonstrate how body language, behavior, and appearance can affect interactions with customers

CONTENT

- Start Out on The Journey
 - Who are our customers
 - The customers' first impressions
 - The role of the front desk
 - Performance standards for the front desk
- Let's Talk
 - Verbal and non-verbal communications
 - Behaviors at the front desk
 - Cross-cultural communication
 - Active listening
 - Telephone techniques
- Let's Care
 - Create customer profiles
 - Understand customer needs
 - Understand your behaviours
 - Dealing with difficult customers
 - Keep the customer in the communication loop
- Let's Deal With It
 - Understand the context
 - Understand the language
 - Mirror the customer
 - Use effective interpersonal skills
 - Be honest with the customer
 - Focus on what you **can** do
 - How to retrieve the information
 - Steps in the process
- Continue on the Journey
 - Provide resolution
 - Ensure follow through
 - Evaluate how well you do