



**PAN
AFRICAN**
Learning and Growth Network

FRONT OFFICE AND CALL CENTER MANAGEMENT

Helping you improve
efficiency

LOTUS HOTEL
Namiwawa, Blantyre
Malawi

26-28
FEB
2025

FROM
8:30
TILL 4PM

REGISTRATIONS FEES
K900,000
FEE EXCLUDES VAT

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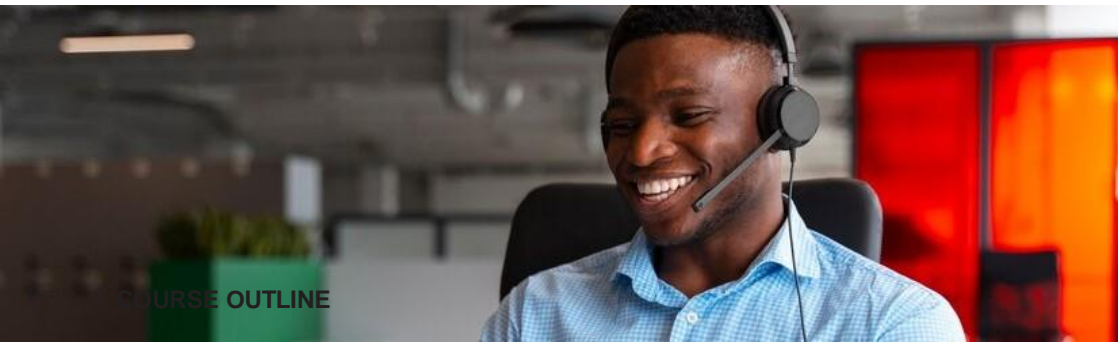
INTRODUCTION

Our Front Office and Call Center Management Workshop is designed to help existing and aspiring front office staff improve efficiency.

Guests and visitors form a first impression within three seconds. Therefore, the front office department must be able to give guests the best impression. From small to high end, large corporations, your front office individual, or team is key to having a long-lasting impression and how you greet and treat your visitors will have a huge impact on your business.

Expert trainers will work with the delegates to take them through all front of house etiquette and training. Besides learning how to deliver exceptional customer service, we will also train you in valuable skills in reducing stress while dealing with even the most demanding customers.

The traditional duties of a receptionist/front office staff commonly include answering visitor inquiries about the organization, directing visitors to appropriate contacts, sorting mail, answering incoming calls, and arranging appointments for guests to meet with company staff. The job description of front office staff has expanded quite a bit due to the increased use of technology in the workplace. In many cases, a receptionist/front office personnel are expected to perform multiple tasks quickly and effectively, in addition to answering the phone. A receptionist who possesses strong office and technical skills and is also courteous and tactful is considered an asset to the business image of a company.



COURSE OUTLINE

Reception Skills

- Reception, lobby, and lounge cleanliness
- Grooming and professional appearance
- Service excellence
- Receiving visitors professionally
- Complaint handling
- Multitasking
- Sales skills and upselling
- Managing front office resources
- Posture
- Using appropriate greetings that are warm and welcoming
- Tactful, courteous, and safe ways for handling visitors who have no appointments
- Your role in company security
- Understand the consequences of poor service
- Problem solving without emotion
- Understanding the distinction between 'service process' and 'service outcome'
- Minimize interruptions caused by customers and co-workers in a tactful yet determined way
- Image and Presentation - The Company's and yours
- Showing empathy and understanding
- Handling difficult people with diplomacy and tact
- Handling over-friendly chatty people with even more diplomacy and tact
- Rephrase blunt communication for better results
- Identify personal habits and behaviors that impede projection of a professional image

Professional Telephone Skills

- Answering and making calls
- Complaint handling
- The right way to greet, transfer, and hold calls
- Taking messages and ensuring you get all the right information the first time
- How to remain calm irrespective of the caller's behavior
- How to take control of the conversation politely and effectively
- Establish caller's needs through effective questioning
- How to use active listening to eliminate misunderstanding
- Screening calls and getting the information you need without offending
- Making a lasting impression that makes callers want to call again
- Telephone etiquette and emanating confidence
- Perfecting audibility, enunciation, and tone
- Projecting energy, friendliness, and inspiring confidence with a positive voice tone
- Controlling background noise & your environment
- Maintaining control with multiple calls coming in

Basic Soft/Life Skills

- Work Ethics
- Emotional intelligence
- Work- life balance
- Knowing your establishment
- Handling pressure
- Maximizing efficiency
- Personal Finance Management
- Maintaining effective working relationships with other staff members
- Have clear understanding of business etiquette
- Practice courtesy, tolerance and respect in any given situation
- Project a predetermined image for maximum impact
- Interact with confidence at all levels
- Mental health and wellness in the workplace and stress management

Training Methodology

- Learner guides / slides
- Videos
- Practical demonstrations
- Group discussions and Exercises

Certificates

On completion of the training a PALGNET Certificate of Attendance will be awarded to delegates.

