

Too many interruptions?



Enhanced Telephone Skills for Receptionists and PAs.

What will be covered in the workshop?

- How to become an effective gate guardian, without tarnishing the company image.
- Identify caller expectations and develop appropriate responses.
- Respond to different requests with confidence.
- How to avoid common telephone pitfalls.
- Learn how to handle difficult calls.
- Essential skills for dealing with telephone calls.
- Evaluate the importance of own role to the commercial success of the company.

How much does it cost?

£295 plus VAT, per business, for up to five participants. Any additional learners, will be charged at £50 plus VAT per head.

How is the programme delivered?

A half day workshop, held at our Gilberdyke Training Centre. Designed for busy people, our hands on workshop will motivate and provide participants with more confidence.

Talk to us about your business and cultivate your financial potential.



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