

The Receptionist I

We explore the qualities of a good receptionist and establish the importance of the role so you can return to your practice with a renewed confidence to deal with the challenges you face every day.

Objectives:

- Discuss time management strategies and share best practice ideas for managing the appointment book and demands on reception
- Examine techniques to help you manage challenging situations and difficult customers, ensuring the best outcome for all parties
- Identify the benefits and possible pitfalls of modern telephone technology and techniques, and learn how they can help improve your service and enhance the practice's image
- Identify the importance of policies in practice and how to ensure these provide all the necessary information and are kept up-to-date

Suitable for:

Receptionists

Cost:

£150

Dates and locations

Thursday 13 May 2010
Derby