

## The Receptionist II

Helps you to build on your existing skills and experience so you can tackle, with greater confidence, the challenges faced by a receptionist. Leave the day with tips and ideas that you can use as soon as you return to your practice.

### Objectives:

- Discover how all aspects of your body language, from head to toe, can make an impact on your communication techniques
- Examine your obligations to the patient to ensure their personal information is kept confidential while continuing to deliver the highest levels of customer care
- Explore how the Reception team can play a vital role in promoting services to patients to increase their awareness of what the practice offers and help them understand the value of its care
- Learn some stress-busting techniques to take back to your practice

### Suitable for:

Receptionists

### Cost:

£150

### Dates and locations

**Thursday 18 March 2010**  
Milton Keynes

**Wednesday 28 April 2010**  
Warrington

**Thursday 20 May 2010**  
Bournemouth

**Thursday 16 September 2010**  
Belfast

**Thursday 7 October 2010**  
Taunton

**Thursday 28 October 2010**  
Edinburgh

**Thursday 4 November 2010**  
Dartford