

RECEPTION 101

COURSE SCHEDULE – 1 DAY

- Attitude and Aptitude
- Understanding People
- First Impressions
- Your environment
- Your grooming
- Body Language
- Listening Skills
- The Etiquette of Meeting and Greeting
- Office Etiquette
- Effective Communication Skills
- Exceeding Expectations
- Information for Professional Receptionists to keep at hand
- Procedures to put in place



Contact us for date availability on:

082 416 2650

theresa@sankin.co.za