



» TARGET GROUP

This short course is designed for the public and private sector and is aimed at:

- all individuals who need to process incoming and outgoing telephone calls and manage the reception area.

» BENEFITS

The benefits of this short course include:

- professional telephone etiquette;
- improved competence to monitor and maintain a clean and safe reception area; and
- the ability to monitor and implement security procedures in the reception area.

» ABOUT US

Pro-Active College excels in the education, training, and development of public and private sector officials. With its strong focus on practical workplace skills, Pro-Active College strives to facilitate measurable improvements in the productivity of client organisations.

RECEPTION AND TELEPHONE SKILLS

This short course provides the learner with the knowledge, skills, attitudes, and values to effectively process incoming and outgoing telephone calls and to monitor and control the reception area. Specific attention will be given to telephone etiquette.



UNIT
STANDARD
ALIGNED



OUTCOMES
BASED

Designed and developed by Pro-Active College, this short course is aligned to the unit standards:

**PROCESS INCOMING AND OUTGOING
TELEPHONE CALLS
(US: 7790)**

**MONITOR AND CONTROL RECEPTION AREA
(US: 13928)**

 0861 727 726

 www.proactivecollege.co.za

 info@pscollege.co.za

 <https://elearn.connect-pscollege.co.za/>

COURSE OUTLINE

LEARNING UNIT ONE

PROCESS INCOMING AND OUTGOING TELEPHONE CALLS

- The business telephone
- Giving information
- Ways of finding telephone numbers
- Private telephones versus switchboards
- Standard telephone etiquette: the do's and the don'ts
- Voice and body language
- Call holding
- Making external calls
- Making internal calls
- Completing calls
- Emergency situations
- Abusive callers
- Dealing with telephonic complaints
- New telephone systems

LEARNING UNIT TWO

MONITOR AND CONTROL RECEPTION AREA

- The receptionist
- Monitoring the maintenance of a safe and clean reception area
- Monitoring presentation of the reception area
- Monitoring security procedures in the reception area

OUTCOMES

On completion of this short course, learners will be able to:

- process incoming and outgoing telephone calls;
- monitor and control reception area;
- monitor the maintenance and presentation of reception area as per organisational standards; and
- control the monitoring and maintenance of stationery levels.

DURATION

Two-day contact session.

CERTIFICATION

Option 1: Certificate of Attendance

Option 2: Certificate of

Competence, after successfully completing an assessment at the end of the contact session.