



PST TRAINING (PTY) LTD

PST Training (Pty) Ltd

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Reception / Frontline Skills

Overview

First impressions matter. As the first point of human contact in any organisation, a receptionist or frontline professional plays a vital role in creating a welcoming and professional image. A warm greeting, efficient service, and polished behaviour communicate volumes about how the company values its clients and visitors.

Objectives

On completion of this course, delegates will be able to:

- Maintain a clean, organised, and safe reception area.
- Project professionalism through image, grooming, and behaviour.
- Implement and monitor security and confidentiality procedures.
- Handle difficult or demanding customers with confidence.
- Apply time and stress management techniques effectively.
- Strengthen communication and interpersonal skills to enhance customer loyalty.
- Promote inclusivity and respect in diverse workplace environments.

Course Prerequisite

Ability to read, write and understand English

Language of Delivery

English

Delivery Methods

The course is facilitated by a skilled subject matter trainer, using a combination of:

- Interactive Discussions
- Role Plays & Case Studies
- Practical Exercises & Games
- Videos & Slide Presentations
- Written Questions & Feedback

Who should attend?

This course is recommended for individuals in frontline and customer-facing roles, including:

- Receptionists
- Frontline Staff
- Administrative Assistants
- Office Support Staff
- Customer Service Representatives

Course Outline

This course consists of the following 5 modules

Module 1	The Role of the Receptionist & First Impressions • Duties and responsibilities of a receptionist • Personality traits of a professional receptionist • Greeting and welcoming customers • Creating a positive first impression • Maintaining a clean & safe reception area • Housekeeping standards: do's & don'ts • The receptionist as the "brand ambassador" of the company
Module 2	Professional Image & Self-Management • Grooming and dress code standards • Confidence, self-esteem, and personal presentation • Developing a positive, can-do attitude • Desk organisation and efficiency • Prioritising tasks and managing workloads • Stress management techniques for high-traffic reception areas
Module 3	Communication Skills & Customer Interactions • Understanding customer needs • Verbal and non-verbal communication (body language, tone of voice) • Listening and responding effectively • Dealing with difficult customers and conflict situations • Remaining calm and professional in high-pressure interactions • Emotional intelligence in customer service

Module 4	Security, Confidentiality & Office Etiquette • Security procedures in reception (access control, visitor logs, firearm protocols) • Confidentiality and handling sensitive information • General office security awareness • Professional behaviour and office manners • Building consensus and resolving conflict • Handling emergency situations and evacuation protocols
Module 5	Customer Service Excellence • Principles of outstanding customer service • Meeting personal and practical customer needs • Building and maintaining customer loyalty • Retaining customers through excellent frontline service • Turning complaints into opportunities for service recovery • Role-playing scenarios to practise real-life customer interactions

Additional Information

Duration	1 Day	
Includes	• Comprehensive Training Manual • Lunch & Refreshments (not applicable to on-site / online training)	• Electronic Certificate (on successful completion of the course) • Electronic Delegate Feedback Questionnaire