

'Fantastic Front Line' – a one-day programme for Receptionists and Front of House Staff



Adam Fidler Academy



A practical, one-day seminar by top international customer service trainer, Tracy Waddacor, exclusively designed for the Adam Fidler Academy.

As the first point of contact, the Receptionist or 'Front of House' is the window to an organisation. The importance of their role cannot be underestimated. Put simply, you can tell an awful lot about an organisation by the way you are dealt with – and first impressions certainly count.

This seminar is aimed at new and existing receptionists who want to learn incredible front of house skills, and is suitable for all industries and any customer-facing team members.

Course content

At the end of the course, delegates will be able to:

- Deliver confident and outstanding customer service.
- Create the right first-impressions, using image and behaviour to maximum effect.
- Answer telephone calls professionally, with appropriate tone and confidence.
- Meet and greet visitors and customers, learning 'The Welcome' that sets the image and nature of a professional organisation.
- Take ownership of the reception environment, including meeting rooms, room bookings and related activities.
- Deal with multiple priorities in a calm and relaxed manner, even when under pressure.
- Communicate more clearly using assertive and competent language.
- Handle conflict from internal and external customers, including avoiding 'trigger' words.
- Contribute to customer loyalty and retention by supporting stakeholder management and relationship-focussed marketing.
- Understand why customer service is the final test, by applying high-standards to everything that is done.
- Appreciate the Customer Service Charter in their workplace.

Course timings:

This is a one-day seminar with a start time of 0930 hours. The course will close at 1630 hours.

Course costs:

The course cost is £350.00 (plus VAT) per delegate. The course fee includes all training materials, refreshments and lunch. There is a maximum group size of 6 participants for this course.

Course dates:

The course is running on the following dates in Manchester:

- 3 November 2017
- 8 January 2018
- 16 February 2018
- 26 March 2018

For alternative dates or for the course to be run in-house, please email Adam Fidler at Adept Executive Consulting at: adam@adept.consulting

Venue:

The course is held in Manchester only at: Adam Fidler Academy, Jactin House, 24 Hood Street, Great Ancoats Urban Village, Manchester, M4 6WX.

Interested in attending?

To book and to discuss prices, please email adam@adept.consulting

About the trainer:

Tracy Waddacor, MBIFM, is the Managing Director of World Class Service, and has over 25 years' experience in the customer service sector.

Tracy's background in Customer Service began when she worked for Hilton Hotels, primarily managing the Sales and Service Operation of their hotels in the UK and Europe. This was followed by a number of years working for the then, privately owned, Shrigley Hall Hotel, Golf and Country Club in Cheshire, managing the Front of House and the Conference and Banqueting Department.

Following a career move away from Hospitality, Tracy moved into the property industry, managing Facilities and Customer Service for Bruntwood Estates, one of the largest, privately owned property companies in the North West of England with a portfolio worth over £300m. As Customer Service Manager, she was responsible for completing a major 'Customer Service and Property Standards' project that was implemented throughout the Group, ensuring the Company maintained its reputation as the forerunner of 'Customer Excellence' in the industry.

Through her own consultancy, World Class Service, Tracy now supports companies and professionals in the corporate, cultural, arts and lifestyle sector, to deliver outstanding and incredible customer service.