

Front-line Client Service

course description

First impressions count. Employees who have face to face contact with clients play a critical role in creating a positive impression of a business. The image of front-line staff leaves a lasting impression upon current and prospective clients within the first five seconds of meeting them. Once established, this impression is exceedingly difficult to re-shape and at worse, will result in losing business to the competition.

This course is provided in association with image & fashion consultant Wendy Casey-Janes. It teaches front-line staff to dress as ultimate professionals and to provide a welcoming and businesslike service to clients.

learning objectives

By the end of the course you will have a good understanding of:

- The importance of dressing to support the corporate image.
- The difference between suitably stylish and inappropriate business attire.
- How to achieve a polished, well-groomed look for your workplace.
- Presenting a professional and friendly image to visitors and internal staff
- Communicating effectively with visitors and clients
- Providing a welcoming service to clients
- Dealing assertively with difficult situations and seeking solution based outcomes
- Telephone etiquette - best practice in taking and transferring a call
- Managing upwards - taking the specification for a task from your manager
- Awareness of cultural differences that may impact front-line client service

target audience

Receptionists and any other members of staff who have direct, face-to-face contact with internal or external clients.

duration

1 day

Registration Form

Front-line Client Service Luxembourg, 26 March 2010

Form to be completed by training department / line manager:

Name: _____ First Name: _____

Company: _____

Position: _____

Telephone: _____ Fax: _____

Email: _____

Register the following person for the training course:

Name / first name / position

Mrs/Miss/Mr _____

Mrs/Miss/Mr _____

Mrs/Miss/Mr _____

Mrs/Miss/Mr _____

Billing Address: _____

I have read and accept the terms and conditions.

Signature: _____ Date: _____

Please return this form by fax to : +352 – 22 55 99 99 or +352 22 06 39

Terms & Conditions:

Fees

The rate for the training course is 400 Euro per person per day. The fee includes all supporting material, lunch and refreshments.

Payment

The course fee must be paid in full on receipt of invoice. An invoice will be dispatched after completion of training.

Cancellation Policy

Courses that have been booked may be cancelled up to 10 business days before the scheduled date. If the course is cancelled after that time, it will be subject to a cancellation fee of 50% of the fees due up to 5 business days before the scheduled date and 100% after that time.

fast training reserves the right to delay or cancel training course at any time without liability. In these circumstances, participants will be offered an alternative date.

Contacts:

For further information, please contact the fast training team:

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Email: info@fast.lu