



Boosting reception and customer relations

Welcoming and guiding customers and meeting their needs with pleasure and efficiency

Objectives:

- Positioning yourself in the role of welcomer (strengths, areas for improvement)
- Develop a physical posture of welcome, openness and availability
- Improve listening skills to adapt to different customers
- Strengthen your expressive skills to guide and explain
- Manage your emotional state in delicate situations

Contents:

Physical and vocal involvement

- Dare to explore your body and vocal palette
- Become aware of the impact of intonation
- Conveying positive energy

First moments of welcome

- Capturing attention to enter into a relationship
- Gaining presence
- Accepting to be seen and looked at

Active listening to understand customer expectations

- Adopt communication techniques
- Establish a comfortable relationship for those involved in the exchange

Abdominal breathing

- Managing idle time
- Controlling your emotions
- Encouraging positive energy

Setting the scene

- Experiment with real-life situations
- Practise the new reception posture
- Develop your listening and speaking skills

Duration: 2 days

Public and prerequisites: All audiences - no prerequisites

Price: Upon request

Quilotoa learning method:

Based on theatrical techniques, active and practical, it aims to give each participant the autonomy that is essential for lasting progress. Theoretical points of reference, passed on interactively, complement the practical exercises to help participants grasp the material.

Assessment:

Ongoing assessment: as the course progresses, during the various simulations.

At the end of the course: on a summary exercise.

After the course: via an online form.

People with disabilities:

Our head office welcomes people with reduced mobility.

For further information, please contact our disability officer :

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