

FRONT DESK SKILLS TRAINING

Agenda

- ✓ Front Desk Definition – Emphasising the Importance of Front Desk in an organisation
- ✓ Understanding Customer Relationships
- ✓ Effective Communication Skills – Winning Customers Appreciation
- ✓ Dealing with Difficult Customers
- ✓ Conflict Resolution
- ✓ Handling Complaints
- ✓ Time Management