



6 How to be an Outstanding Receptionist

Qualities of an Outstanding Receptionist

You have the power to make everyone else's work a lot easier or, as a mediocre receptionist, to make it a lot more difficult. Outstanding receptionists have certain traits. Find out what they are and the simple method to remember them.

First Impressions

It is the first few minutes of contact between two people that are crucial. The way you handle your initial contact with people is one of the keys to the door of social success and business achievement. Discover the keys to a winning first impression with the "halo effect".

Voice Pitch and Rate

Enthusiasm in your voice helps build the caller's confidence in your organization. Using a higher pitch within the first 10 seconds will help the caller perceive you be smiling, positive, friendly and outstanding. Learn how adjusting your voices pitch and rate can help calm, or warm-up callers.

Listening

Most of us like people who really listen to us and encourage us to talk about things that are of special interest. Listening is a difficult skill to develop. Customers can sense when you are distracted by pressures or concerns. Show customers respect and confidence by using the "LEAPS" process.

Time Management

You have only a limited number of hours in which to accomplish everything. The responsibility for time management rests with you. Losing track of your time can generate anxiety, frustration and even panic. Learn valuable time management strategies.

Surviving Stress

Stress results from not being able to control what is happening around you. Stress can often lead to anger, which is about trying to maintain, gain or re-gain the control you think you need. Stressors often can't be controlled but, with simple techniques, your reaction to them can be.

Message Taking

Customers can become anxious when learning that the person they want is unavailable. It is quite natural for their anxiety to take the form of doubting your commitment to relay their message accurately and completely. Provide complete messages by fulfilling all the required elements.