

SHOWROOM RECEPTIONIST / HOST TRAINING PROGRAMME Level 1



Title:	Reception/Host Excellence
Audience:	Dealership Receptionists & Showroom Hosts
Length:	1 day
Format:	Interactive workshop

Course Overview:

This foundation course is designed to provide a clear understanding of the customer experience framework to maximise profitability whilst achieving the highest levels of customer satisfaction, retention and recommendation. It delivers the core skills, behaviours and competencies required to maximise personal performance as a Receptionist/Showroom Host. A key focus is placed on how you make your customers feel, whenever, wherever and however they deal with you.

Key Learning Areas:

- What is meant by a customer experience.
- Good and bad examples of practice and how they impact on the customer experience.
- The role and responsibilities of a world class Receptionist/Showroom Host.
- Basic communication techniques both on the telephone and face to face.
- Ideas for 'best practice' that will deliver an outstanding customer experience.
- How to handle difficult calls and customers with complaints.

Interested? Call 01325 637251 or complete the contact form on
www.motorvise.com

