

**first
impressions
are critical**



**train and
invigorate
your frontline team**

**leading
edge
reception**

**presentation
professionalism
assertiveness
managing
challenges
speech**

*Our professional development courses include:
Face to Face • Manager's Toolkit • Building Resilience
Supervisor's Toolkit • Make it Count (Retail, Hospitality)
Time is Money • Meetings that Matter*

P 07 4632 9462 M 0407 020 310
PO Box 4566, Toowoomba East 4350
www.integramanagement.com.au

Receptionists are often the first point of contact for a client or potential customer in your business. What impression does your company give?

This seminar is designed to train and re-inspire receptionists in their critical frontline role. It gives clear guidelines on telephone manner, presentation and professionalism in this 'leading edge' role.

What does it take to be successful?

Presentation, personal hygiene, speech, interpersonal communications (verbal, non-verbal, getting along with others), on-the-spot problem solving, assertiveness, managing challenges, telephone etiquette and efficiency.

Your frontline people are the entry point for your business, setting the standard for the client experience. This course will train your staff to be the best they can be, boosting morale and enhancing your firm's reputation.

Tuesday 11th October 2011
9am – 1pm @ Insight Boardroom
420-422 Ruthven St Toowoomba
\$165 per participant
Includes seminar folder & catering

RSVP info@integramanagement.com.au

