FRONT OFFICE CUSTOMER RELATIONS SKILLS

Your front office personnel shape the perception of the public about your organisation. This course aims to provide front office staff with the right attitudes, skills and knowledge to make every customer contact positive and memorable. Delegates will have the opportunity to improve their skills through role play case studies and practical exercises to enable them to return confidence to the workplace ready to satisfy their customers

Learning Objectives

Participants will

- Acquire a friendly, welcoming, ready to help attitude
- Be gate “opener” rather than “gatekeeper”
- Become more aware of front office roles in organisation success.
- Handle enquiries in a customer-friendly manner
- Competently attend to complaints
- Conduct themselves in a professional manner
- Making customers feel special and valued
- Taking responsibility for complete customers satisfaction
- Managing impressions face-to-face and on the phone
- Putting customer first

Learning Contents

- The power of a positive attitude
- Self-esteem and confidence
- Types of customers and how to satisfy them
- Psychology of customer service
- Understanding human emotions
- Customer service cycle

- Customer relations rules
- Identifying moments of truth
- The reception process
- Customer empathy
- Empathic listening
- Working under pressure
- Business Etiquette
- Creating a professional image
- Going the extra mile
- A.S.A.P model of resolving customer complaints
- Creating satisfaction out of dissatisfaction

Physical	Virtual (local)	Virtual (International)
₦ 210,000.00	₦ 179,900.00	$ 145.00

Discounts off regular fees for open Programmes: 3-5 nominations – 5%

Programme also available as in-plant. Fee: Negotiable

Who Should Attend?

All personnel with first contact with customers – customer relation officers, secretary/receptionists, security officers and cashiers

Dates:

March 4 – 5,

June 10 – 11,

November 4 – 5, 2026.

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