



Bite Sized Training - PREVIEW

Receptionist Skills Diagnostic Tool



Receptionist Skills Diagnostic Tool

Introduction

This session introduces the main aspects of customer service behaviour that contribute to superior performance in the Receptionist role. Customer service refers to both external (the way we interact with clients and customers) and internal (the way we interact with managers, colleagues and staff in other departments). The diagnostic tool gives visibility to Receptionists of some of the main skills and qualities of the role, based on many of observing people in the role and discussing with job holders / managers the things that differentiate **good** from **exceptional** service in this role.

Duration

Allow up to one and a half hours.

Process

- **INTRODUCE** the topic and explain what you will cover.
- Start the session by **ASKING** delegates to think about their own experiences of Reception behaviour when they themselves are the customer, such as in a doctor's surgery, hospital or car showroom. Explore reasons why they were so good (or so bad!).
- **CONCLUDE** that it is the extreme ends of Receptionist behaviour that people remember most and talk about for a long time afterwards – the parts that create very strong **feelings**, be they positive or negative, about the service they received. Memories that have **emotion** attached always stick in the brain for longer. Therefore, in our work, we are aiming to create **warm and positive feelings** in our own customers (internal or external) about the service we provide.
- **INTRODUCE** the diagnostic tool (How Good a Receptionist Are You? – see overleaf) as a set of behaviours that we should exhibit in our roles.
- **STRESS** that as they complete the tool:
 - ◆ Be honest about the way you self-rate yourself – “it's not how you would like to be, but how you actually are – ‘warts and all’”.
 - ◆ Review and assess yourself against the checklist based on **actual past behaviours** – if you can't think of examples where you did these, then you can't justify a high rating for yourself.

HOW GOOD A RECEPTIONIST ARE YOU? - Page 3

Using the scale 1-6, rate your skills by circling the number that applies.

1= NEVER do

6 = ALWAYS do

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|-----|---|---|---|---|---|---|---|
| 22. | Demonstrates team working (e.g. offers help to colleagues under pressure; flexible with boss and colleagues; readily covers for team members; passes on relevant information) | 1 | 2 | 3 | 4 | 5 | 6 |
| 23. | Has a positive mental attitude (e.g. balances 'moans' with solutions; is a tonic to work with) | 1 | 2 | 3 | 4 | 5 | 6 |
| 24. | Is diplomatic and tactful, employing confidentiality with private or sensitive information | 1 | 2 | 3 | 4 | 5 | 6 |
| 25. | Avoids excessive socialising and gossiping with internal colleagues | 1 | 2 | 3 | 4 | 5 | 6 |
| 26. | Looks for improvements and ways of becoming even better at their job | 1 | 2 | 3 | 4 | 5 | 6 |
| 27. | Asks customers for feedback on quality of department service, and own service, offered | 1 | 2 | 3 | 4 | 5 | 6 |
| 28. | Is consistent in demonstrating behaviours/qualities above | 1 | 2 | 3 | 4 | 5 | 6 |