

A new look at training in times of economic challenge

All the advertising in the world will be of little use if our inhouse staff don't get it right, this is why I believe that receptionists should get sales training.

In sales we learn....

Listen carefully to what the other person is saying.

Facilitate / assist / help / lead / guide this person by offering your knowledge, assistance, solution and in some cases simply your empathy.

Build relationships by being reliable, trustworthy, hardworking and ethical.

Always work toward a win-win solution.

Celebrate every success.

If all our receptionists could attack their jobs with this attitude, business SA would ROCK!

www.stafftraining.co.za

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