

# The reception perception

*“Everyone thinks of changing the world but nobody thinks of changing themselves.”* Leo Tolstoy



## Winter workshops 2012

Reception professionals can be subject to limiting perceptions about their role, which can create less-than-wonderful reactions and responses from those they are trying to serve – this course identifies how to create new ones.

This course seeks to develop understanding about the reception perception and how professionals can move beyond this through their service behaviours. We aim to heighten the skills and awareness of reception personnel in order to strengthen the effectiveness of the role and develop the customer or service user experience.

### PARTICIPANTS WILL EXPLORE AND DEVELOP UNDERSTANDING AROUND:

- The role of the reception professional today
- The reception perception – barriers to the role
- Reception communication skills – questioning skills, listening and telephone behaviour – developing service at the reception desk
- The competence and care balance – customer/user expectations today
- Handling different customer groups: external and internal customers as appropriate
- The reception professional's role in business development if appropriate
- Handling feedback and issues.

### WHO SHOULD ATTEND?

Everyone who is in a customer- or service-user-facing role in the reception area.

### OUR TRAINER

**Gilli Bruce** has over 20 years' experience in training and development. She has worked across a diverse range of industries including the housing sector. Gilli specialises in people development, working with managers, supervisors and teams, to create the changes needed to move objectives forward. She is an NLP Master Practitioner, ILM coach and Springboard licensee, using these valuable developmental frameworks as inspiration for training that is interactive, fun and practical.

Tuesday 31 January 2012 | Birmingham

Tuesday 7 February 2012 | London

Thursday 9 February 2012 | Manchester

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### How to book

- Online:** For our online booking form, go to: [www.hqnetwork.co.uk/forthcoming\\_events](http://www.hqnetwork.co.uk/forthcoming_events)
- By post:** Complete this form and send it to: HQN Limited, Rockingham House, St Maurice's Road, York YO31 7JA
- By fax:** Fax us on 0845 4747 006 (a fax transmission will secure a firm booking if places are available)
- PLEASE DO NOT SEND ANY PAYMENT!** We will confirm your booking and send an invoice to you.

We are considering introducing credit card payments for delegate places - would you be likely to use this option? Yes  No

**Who are we?** HQN Limited is a housing consultancy and training company providing high-quality advice and support to councils, ALMOs, housing associations and other housing providers. Our subscription service, The Housing Quality Network, has around 650 members, who are kept up to date on policy and best practice via briefings, workshops and our electronic information bank. We also run specialist networks for practitioners on a range of housing issues and provide interim and project management services. To find out more, visit our website at [www.hqnetwork.co.uk](http://www.hqnetwork.co.uk), or call us on 0845 4747 004.

**Delegate fees** The cost of this event is £250.00 for one delegate (plus VAT at the applicable rate). Discounts are available on multiple bookings – £225.00 per delegate (two bookings) (plus VAT at the applicable rate). £200.00 per delegate (three or more bookings) (plus VAT at the applicable rate). The fee includes refreshments, lunch\* and an information pack.

Please state which venue(s) you wish to book for (tick boxes required)

Birmingham | 31 January  London | 7 February  Manchester | 9 February

		Fee payable (incl. VAT)
Delegate name	Position	£ :
Email address		
Delegate name	Position	£ :
Email address		
Delegate name	Position	£ :
Email address		
To enrol additional delegates, please photocopy this form.		<b>TOTAL</b> £ :

Name of person making booking	Order no.
Organisation	
Job title	
Email address	Tel no.
Invoicing address	
	Postcode

**Bookings:** Bookings are subject to HQN Limited's conditions dated 23 February 2005, a copy of which can be obtained from our offices, free of charge.

**Cancellations and substitutions:** A full refund will be given if a cancellation is made 28 calendar days or more prior to the event, and a 50% refund if a cancellation is made 15-27 calendar days prior to the event. We regret that no refund can be given if a cancellation is made 14 calendar days or less before the event. Cancellations must be made in writing, and will be acknowledged by HQN Limited. There is no refund for non-attendance, but delegates may be substituted at any time.

**Guarantee:** As with all our events, our guarantee is that if a delegate attends this event and for any reason does not find it worthwhile, we will refund their delegate fee in full. To take advantage of this guarantee, the delegate fee must be paid in full prior to the date of the event.

\* Please let us know if a delegate has any particular needs, including dietary, and we will do everything possible to meet their requirements.

Booking Form

**hqn**  
training