

Introducing a comprehensive day of training that gives you the powerful tools you need to handle the difficult challenges that go hand in hand with your important job!

The Essentials of Managing the Front Desk

An Intensive One-Day Workshop for Receptionists

Build your skills in these areas:

- ◆ Project a polished, professional, confident image
- ◆ Manage the telephone with greater confidence and success
- ◆ Deal more effectively with different (and often difficult) personalities
- ◆ Become an invaluable asset as your organization's most important "front line" representative

Plus, protect yourself and your organization!

- ◆ Spot security threats before they become serious problems
- ◆ Become a take-charge receptionist, fully in control of any situation that may come your way
- ◆ Make sure unauthorized people never get beyond the front desk
- ◆ Are you certain you know what to do in an emergency? You will be after attending this workshop

**Enroll today online at
www.NationalSeminarTraining.com
or call 1-800-258-7246.**

Don't you think it's time you got the well-deserved help you need to be more effective, more successful ... and a lot less stressed?

Day in and day out you're called upon to balance tons of competing demands:

- ✓ constant interruptions
- ✓ phones that won't stop ringing
- ✓ pushy sales people to deal with
- ✓ multiple bosses with multiple priorities
- ✓ deliveries to be accepted
- ✓ paperwork to get done

... and on and on and on. Talk about stress!

But, let's face it: Your job isn't going to get less hectic. In fact, the pace will probably only get more intense, which means you need new and better ways to handle the many challenges you're up against. So, what's the solution?

You've got a tough job that demands a great deal from you.

This workshop can help!

An essential day of training that'll make all the difference ...

The solution is this powerful one-day workshop, *The Essentials of Managing the Front Desk*. It's a comprehensive day of training developed exclusively for receptionists like you ... hard-working professionals who could use a hand doing a very tough job.

Here's just a sample of what you'll learn ...

- Tactics for handling difficult and abusive people
- How to project a professional image others take seriously
- Techniques for managing phone calls more efficiently
- Guidelines for responding to emergencies and security threats
- Strategies for getting it all done with less stress and frustration

And that's just for starters!

Wouldn't you like to eliminate some of the frustration and stress in your life?

Just think how much easier and less stressful your job would be if you suddenly knew dozens of proven techniques for managing priorities, surefire responses for handling difficult people, and new ideas for juggling a dozen responsibilities all at once.

Imagine it clearly, because that's exactly what will happen after you attend this information-packed day of essential skills training!

Real solutions for the real challenges you face!

Make no mistake: This workshop isn't about theory. It's about the hard skills that are critical to helping you be more effective, efficient, and successful in your job.

We'll cover it all – powerful communication skills, time management and organization skills, phone skills and “people” skills. Plus, we'll get you up to date on the emerging security and safety issues that every organization must be prepared to deal with in this day and age.

Don't miss this truly exceptional opportunity

The Essentials of Managing the Front Desk is the fastest, easiest way to get the essential training you need to perform your important job with more confidence and authority ... not to mention less stress. You'll be amazed at the immediate and substantial improvement you'll see in your ability to handle the tough challenges that come with the territory.

So don't delay! Call 1-800-258-7246 and enroll today.

6 Big Reasons to Attend This Workshop

1. You'll project a more confident, polished, super-professional image

We'll teach you how to use your voice, body language, and other tools to project an image that immediately says you and your organization are friendly, credible, and extremely professional.

2. You'll handle difficult people and difficult situations with tact and diplomacy

You'll learn proven techniques for dealing effectively with salespeople who won't take no for an answer, rude and pushy people, long-winded talkers, gossipers, and much more.

3. You'll improve your telephone efficiency and enhance your phone image

You'll learn how to project a smile over the phone, a mistake-proof way to take messages, screening techniques that won't annoy callers, and alternatives to asking a caller, “Would you hold, please?”

4. You'll develop powerful communication skills that are sure to impress

Gain power tips that will help you communicate more clearly and more effectively. Discover how to fine-tune your listening skills to get your point across, and how to eliminate speech habits that may sabotage your success.

5. You'll know exactly how to handle security, safety, and emergency situations

Crimes in the workplace are on the rise. Discover the issues you need to be prepared to deal with as a receptionist, and find out how to protect your organization — and yourself.

6. You'll decrease your job-related stress and frustration

You'll discover how to pinpoint the major causes of your stress so that you can avoid them. And, master quick “stress busting” exercises you can do at your desk.

This workshop is for you if you've ever ...

- ✓ had to deal with pushy, aggressive people ... on the phone or in person
- ✓ been overwhelmed by constant interruptions
- ✓ had guests and co-workers intrude upon your time with chit-chat
- ✓ felt like nobody understood just how tough your job really is

Return to work refreshed and re-energized!

We all need to recharge our mental batteries from time to time. Attend this exceptional day of training, and you'll do just that!

We guarantee you'll learn from an expert who'll deliver a motivating, inspiring day of training you'll not soon forget. Plus, you'll learn with – and from – a room full of professionals from your area who understand the frustrations and challenges you face on the job every day.

By the time you leave, you'll feel invigorated and refocused, ready to greet the next day with enthusiasm and renewed energy.

Special Section:

Essentials of Front Desk Safety and Security

There's no denying that the workplace is no longer as safe and secure as it once was. And as the receptionist, you're on the front lines, so it's often up to you to spot problems before they turn into disasters.

Don't run the risk of being unprepared! Attend this workshop and learn ...

- Basic safety practices that security experts recommend
- How to spot safety and security problems in your reception area
- The safest ways to accept deliveries
- Steps to take if a guest or employee looks suspicious or unstable
- How to respond to an emergency

... And more!

Enroll in this workshop and get the training and the peace of mind you need.

Your Money-Back Guarantee of Satisfaction

At National Seminars Group, we've built our reputation as one of the world's leading business trainers on a simple principle: If you're not happy, we're not happy. If, for any reason, you feel that the training you've received doesn't satisfy you 100 percent, we'll return your enrollment fee in full. You risk nothing — **GUARANTEED!**

Your Comprehensive Workshop Agenda

Registration begins 8:30 a.m. Workshop hours 9 a.m. to 4 p.m.

Projecting a Poised, Professional Image that Commands Respect

- Why a receptionist's image can make or break the organization's image
- Tips for exuding professionalism and authority without ever saying a word
- Using your body language to convey a strong, confident presence
- Secrets for appearing poised and in control when you feel just the opposite
- Common mistakes receptionists make that scream "Unprofessional!"

Powerful Communication Skills that Increase Your Effectiveness

- Speech habits that can sabotage your success and how to eliminate them
- Active listening techniques that will improve your effectiveness overnight
- How-to's for getting your point across — even when others aren't paying attention to you
- Recognizing how your voice image affects your credibility
- The fine art of saying "no" without causing offense or feeling guilty

Mastering Essential Telephone Skills

- Smart ways to build your telephone image fast
- Greetings that communicate warmth and professionalism
- Call screening techniques that don't annoy or offend callers
- Alternatives to asking, "Will you hold, please?" that rate high with callers
- Message-taking tips that help guarantee accuracy

Handling Special Situations with Tact and Diplomacy

- Rapport-builders that make every visitor feel important and welcome
- Fast and effective ways for dealing

with pushy salespeople who don't have appointments

- Tactful but firm responses that keep patronizing, rude, or pushy people in line
- Calming phrases to use with angry or complaining visitors
- What to do when aggressive visitors won't take "no" for an answer
- How to get guests to follow company rules without offending them

Managing Your Time and Organizing Your Space for Peak Efficiency

- Hidden time-wasters in every receptionist's day — and how to avoid them
- How to remain focused during your interruption-filled workday
- Desk-clearing solutions for keeping the front desk area tidy at all times
- Space organization tools that make the most of a small work area
- How to turn piles into files — fast!

Stress-Busting Techniques Every Receptionist Should Master

- Proven techniques for dealing with stressors receptionists most commonly experience
- How to "let it go" when you can't get a rude comment or abusive call out of your mind
- Quick stress-busting exercises you can do at your desk without being noticed
- "How-to's" for keeping a positive attitude when you're super-stressed

A Special Message to the Approving Manager

You're probably thinking right now, "Can I really afford to let the receptionist be away from the front desk for an entire day?"

And to that we answer, we guarantee it'll be one of the best investments of time and money you'll ever make!

Here's why ...

Your receptionist occupies a key position in the day-to-day operation of your organization. After all, this individual is the first contact the outside world makes with your organization.

This single day of training has the power to substantially improve your receptionist's job performance.

So say "yes" to sending your receptionist to this workshop today. You'll ensure that this key employee gets the necessary skills to represent your organization with the highest degree of professionalism possible.

BRING THIS TRAINING TO YOUR ORGANIZATION



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Workshop Schedule

REGISTRATION FORM

To Enroll ...



Register online at
[www.NationalSeminars
Training.com](http://www.NationalSeminarsTraining.com)



Call toll-free
1-800-258-7246



FAX the completed
registration form to
1-913-432-0824



or Mail the registration form to:
**National Seminars Group
P.O. Box 419107
Kansas City, MO 64141-6107**

Registration Information

Our Registration Center is open weekdays from 7 a.m. to 7 p.m. CST. Enrollments taken online 24/7.

Group Discount: When 3 enroll from your organization, a 4th may attend for FREE!

Check-in begins at 8:30 a.m. The workshop schedule is 9 a.m. to 4 p.m. Lunch is on your own.

Cancellation: If you cannot attend, you may send a substitute or receive a credit memo toward a future workshop. If you cancel your registration up to five business days before the workshop, your registration fee will be refunded less a \$10 enrollment charge.

CEUs: Continuing education credit may be recognized by your professional board. Contact your own board to find out what's required. Call our CEU/CPE specialist at 1-800-258-7246, ext. 3100, if you have any questions. RUCEC is an approved provider of continuing nursing education by the Missouri Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Tax Deduction: The expense of continuing education, when taken to maintain and improve professional skills, is tax deductible. Please contact your accountant for complete details.

FED ID #43-1576558

1. Enrollment Fees

Group Discount: When 3 enroll from your organization, a 4th attends FREE!

2. Names of Attendees

(Please list additional registrations on a separate sheet and attach.)

1. Mr./Ms. _____ Title _____
E-mail Address _____
City/Event #: _____
2. Mr./Ms. _____ Title _____
E-mail Address _____
City/Event #: _____
3. Mr./Ms. _____ Title _____
E-mail Address _____
City/Event #: _____
4. (FREE!) Mr./Ms. _____ Title _____
E-mail Address _____
City/Event #: _____

- Please send me _____ copies of *Front Desk Success Set* (Item No. FDESK0108) at \$179 each. Add 7% or applicable sales tax to your product payment. Shipping fees are \$6 for first item; \$1.50 for each additional item, express extra. Method of payment is indicated in step 5.

3. Company Information (Please Print) *Phone required in case of last-minute changes.

Organization _____
Address _____
Mail Stop _____ *Phone _____
City _____ State _____ ZIP _____
Approving Supervisor: Mr./Ms. _____
E-mail Address _____
**Fax _____
**Your fax number will be used to send confirmation of your registration as well as to notify you of upcoming events in your area.

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Sign here to join _____
By signing, you and your organization are giving permission for RUCEC to use your fax number to notify you and your organization of upcoming seminars in your area and provide you and your organization with special discounts and offers.

5. Method of Payment

- If you have registered by phone, please record your confirmation number here:

- Check payable to National Seminars Group is enclosed.
- Charge to: MasterCard VISA American Express Discover Diners Club
Card No. _____ Exp. Date _____
Signature _____
- Bill my organization; Attn: _____
(Note: Full registration fee due and payable prior to start of workshop)
- Our purchase order is attached (government, educational, and health-care organizations only)

6. Important: Your VIP Customer Number

□ □ □ - □ □ □ □ □ □ - □ □ □ - □ □ □ □

Fill in your VIP Customer Number as it appears above the name on the mailing label. (Record the number even if the label is addressed to another individual.)

SD, CT, and WV residents, please add applicable sales tax to your payment. If you are tax-exempt, enter your tax-exempt number here: _____ and attach a copy of your tax-exempt certificate.

Program hours: 9 a.m. to 4 p.m. Registration begins at 8:30 a.m.

**Demanding People and Projects Stressing You Out?
Discover Effective Solutions – That Equal Success –
in these “Must-Have” Resources!**



Front Desk Success Set

How to Handle Difficult People (6 Audio CDs plus additional resource disc)

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The Secrets to De-Junking Your Life (6 Audio CDs)

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