OPEN COURSES
THE BENEFITS
COURSE OVERVIEW
ASSESSMENT & FOLLOW UP
The OC Training Academy was established in 2008 to deliver the ‘OC Way’, our unique customer service programme. The ‘OC Way’ blends the academic and practical components of what it takes for a corporate receptionist to achieve the industry leading ‘Office Concierge Visitor Experience’.

The Academy is located at our head office in Queen Anne Street, a short walk from either Oxford Circus or Bond Street Underground Stations. Our two training rooms named ‘Paris’ and ‘Hepburn’ were specifically furnished to ensure all participants learn in a comfortable and modern environment.

The Academy ‘Open Courses’ provide all businesses with the opportunity for their own receptionist to learn from the professionals.

As the leading company for Reception Management in the UK, our dedicated team of trainers have a wealth of experience gained from training receptionists from a diverse range of businesses. Our training courses are the most advanced and achieve the best results, because ‘we practice what we teach’.

Our courses constantly evolve through the ‘intelligence’ we glean on a daily basis from our 500 receptionists working at over 220 client buildings, who deliver more than 5 million ‘welcomes’ each year!
THE BENEFITS

HOW WILL PARTICIPANTS BENEFIT?

Participants will gain a comprehensive insight into how to deliver the industry leading ‘Office Concierge Visitor Experience’. Through covering both the academic and practical aspects of our service provision, participants will gain the skills and confidence as well as discover ‘top tips’ to enable them to deliver excellent customer service. The course will also develop participant’s vital communication skills, positive attitude and assertiveness techniques for managing difficult customers.

HOW WILL YOUR ORGANISATION BENEFIT?

Your reception team will leave with the insight, tools and ability to deliver the industry leading ‘Office Concierge Visitor Experience’, transforming the way they interact with clients and colleagues, creating a positive, memorable and consistent reception experience.

WHO CAN ATTEND OPEN COURSES

The Academy ‘Open Courses’ are ideal for those wishing to pursue a career in Front of House or Reception Management, as well as those looking to refresh their existing skills and further develop excellent customer service.
COURSE OVERVIEW

- How to achieve the industry leading ‘Office Concierge Visitor Experience’
- Reception Management – appreciating excellent customer service
- The importance of first impressions
- Having the right attitude & taking initiative
- Image & Grooming
- Communication
- Assertiveness skills
- Motivation
- Managing difficult situations
PRE-COURSE ASSESSMENT & POST-COURSE FOLLOW UP

We provide pre-course scope assessments as well as post-course feedback reports to ensure that all participants get the very best results from the course.

We can also arrange for mystery shopper reports to be undertaken post-course so that we can monitor and report back to you on how effective our training has been.

COST

Cost : £399 + VAT per participant  
Course Length : 1 day - from 09.30 to 17.00  
Location : 36 Queen Anne Street, London, W1G 8HF

Refreshments and lunch are provided for all participants.

AUTUMN 2012 - COURSE DATES

12/09/12  27/09/12  04/10/12  31/10/12
OC CONSULTANCY
MYSTERY SHOPPER
SPOT CHECKS
BESPOKE TRAINING
OC CONSULTANCY & BESPOKE TRAINING

For those clients who are seeking an in-depth review of their Reception Management offering, our OC Consultancy team will ‘Review, Report and Recommend’ solutions tailored to your precise needs, and then provide the additional service of creating and delivering a ‘Bespoke Training’ solution.

REVIEW, REPORT & RECOMMEND

Through observational and ‘one on one’ discussion with you and your Reception Management team, our consultants are able to obtain a detailed understanding of the way your system operates and objectively identify the strengths and weaknesses of the team.

Our ‘Insight Report’ will clearly outline the current processes that your Reception Management team use, identify which areas require improvement, and finally make a series of practical recommendations that will help to bring your Reception Management in line with the industry leading ‘Office Concierge Visitor Experience’.

DELIVERING A BESPOKE TRAINING SOLUTION

We also provide a service that creates and delivers a bespoke training programme for your reception management team that combines Office Concierge’s expertise of Reception Management, with your own company culture, processes and environment.
OC CONSULTANCY & BESPOKE TRAINING

This programme will focus on the specific areas identified in the ‘Insight Report’ that the current team require improvement on, reinforce the areas of strength, as well as provide a guide of standard operating procedures for future new employees.

MYSTERY SHOPPER - SPOT CHECKS

We can also carry out a mystery shopper spot check 2 to 4 weeks after the training has been delivered so that we can assess the effectiveness of the course.

COST

The total cost for ‘OC Consultancy’ and ‘Bespoke Training’ varies depending on the size of the team, the depth and scope of the review, the period of training required to complete the transformation, and the number of participants.

- From £500 per day

For an initial discussion and outline quote, please contact anthonylaser@officeconcierge.co.uk.