

## Receptionist Skills On The Cross Rhythms Pre-Apprenticeship Programme

<b>Course Title:</b>	Receptionist Skills
<b>Leading To:</b>	Open College Network West Midlands Level 2 Award In Progression (QCF)
<b>Duration:</b>	6 week course (4 weekdays 9am-5pm)
<b>Start Date:</b>	This course runs with a rolling start date, subject to availability
<b>Cost:</b>	Free, each place is sponsored by a local business or trust

A course to raise the awareness of customer service at the reception desk and assist students with excellent communication skills.

### What Happens During The Course

Students will work on reception gaining work experience in telephone and communication skills; professional handling of different types of callers and guests; understanding the role of the receptionist and customer service. Their work experience will be compatible with their qualification.

During the course the student will answer calls, look after guests, pass on messages and process emails.

### Key Benefits Of Taking This Course

- Ofqual recognised qualification
- Work experience on the reception for a local community radio station
- Professional tutor
- Build your own portfolio
- Work reference
- Work Ready session with HR Manager from Emma Bridgewater

**Total credits required: 9**

### Open College Network West Midlands Unit Titles

Understanding Customer Service (3 credits)  
Communication In The Workplace (3 credits)  
Developing Communication Skills For Business (3 credits)

### Application For Course

For more information or to apply, please contact our HR Manager, on Tel: 01782 251000 or email: [hr@crossrhythms.co.uk](mailto:hr@crossrhythms.co.uk). Please email a CV, two references and a letter of intent explaining why you would like to apply for this course. If you are claiming benefits, then please consult your Jobcentre Adviser and they will contact us on your behalf.