



Telephone and Front Desk Communication Skills Training Course

19 – 23 September 2027
Nairobi



Telephone and Front Desk Communication Skills Training Course

Ref: 736_156147 **Date:** 19 – 23 September 2027 **Location:** Nairobi **Fees:** 4500 Euro

Overview

Telephone and Front Desk Communication Skills Training Course is a five-day foundation course for receptionists, switchboard staff, front-desk coordinators, administrative assistants, and office-support staff who leave with a Telephone and Front Desk Communication Toolkit. Participants practice professional call handling, message taking, visitor reception, call transfers, privacy boundaries, difficult caller responses, and coordination between telephone and walk-in inquiries. The course converts improvised responses into consistent communication routines. Agile Leaders Training Center develops telephone and front desk communication skills.

Who Should Attend

- Staff responsible for answering, screening, and routing incoming calls
- Teams responsible for greeting and directing walk-in visitors
- Coordinators responsible for messages, transfers, and front-desk explanations
- Administrative support staff who cover telephone and reception duties
- Supervisors responsible for call and visitor communication standards

The course assumes participants handle calls or in-person inquiries and leaves out reception workflow and time control, office administration, hospitality guest operations, contact-center management, and advanced public speaking.

Departments and Industries

The course supports departments and industries where callers and visitors form an immediate impression of service quality.

- Corporate reception and administrative services
- Healthcare clinics and professional practices
- Education and training services
- Retail, property, and business centers
- Finance and professional-service offices

Learning Objectives

By the end of this course, participants will be able to:



- Apply professional call opening and closing structures
- Use questioning and listening methods to clarify needs
- Build accurate messages and transfer records
- Apply visitor greeting and explanation routines
- Analyze difficult interactions for de-escalation and escalation
- Prioritize simultaneous calls and walk-in inquiries

Course Agenda

Day 1: Telephone Communication Foundations

- Professional Call Opening Structure
- Caller Identification and Purpose Check
- Voice Tone, Pace, and Wording Guide
- Active Listening and Clarifying Question Sequence
- Professional Call Closing Checklist

Day 2: Call Control and Message Accuracy

- Incoming Call Control Flow
- Hold Permission and Return Script
- Warm Transfer Handover Procedure
- Accurate Message Capture Template
- Call-Back Commitment Record

Day 3: Front Desk Visitor Communication

- Visitor Greeting and Acknowledgement Routine
- Visit Purpose Clarification Guide
- Front-Desk Explanation Frame
- Waiting-Time Update Wording
- Personal Information Boundary Checklist

Day 4: Difficult Contacts and Coordination

- Difficult Caller De-escalation Sequence
- Impatient Visitor Response Model
- Communication Escalation Decision Map
- Call-and-Visitor Priority Matrix
- Front-Desk Communication Handover Sheet



Day 5: Telephone and Front Desk Practice

- Exercise: Open, Clarify, and Close a Call
- Exercise: Hold, Transfer, and Record a Message
- Exercise: Greet and Explain to a Visitor
- Exercise: Coordinate a Difficult Caller and Waiting Visitor
- Capstone: Telephone and Front Desk Communication Toolkit

Practical Exercises

The course uses suggested activities drawn from clinics, education services, business centers, and professional offices.

- Suggested activity: answer a call, identify its purpose, clarify the request, and close with confirmed next steps.
- Suggested activity: place a caller on hold, complete a warm transfer, and capture an accurate message when transfer fails.
- Suggested activity: greet a visitor, explain a delay, and protect personal information.
- Suggested activity: prioritize a difficult caller and a waiting walk-in while preparing an escalation handover.

FAQs

Who suits telephone and front desk communication training, and what does it assume?

Receptionists, switchboard staff, front-desk coordinators, administrative assistants, office-support staff, and their supervisors suit the training; it assumes routine responsibility for calls or in-person inquiries.

How does telephone and front desk communication differ from reception workflow training?

Telephone and front desk communication focuses on words, tone, listening, messages, transfers, visitor explanations, privacy, and difficult interactions rather than schedules, task priorities, workspace controls, and administrative workflow.

What information should accurate telephone message taking capture?

Accurate telephone message taking should capture the caller's identity, organization when relevant, contact route, intended recipient, purpose, urgency, promised action, and the time the message was received.

How should front desk staff manage a difficult caller while a visitor waits?

Front desk staff should acknowledge both people, assess urgency and risk, explain the next step, protect private information, use calm wording, and escalate when authority or specialist support is required.



Conclusion

Participants take back a Telephone and Front Desk Communication Toolkit containing call structures, listening sequences, hold and transfer procedures, message templates, visitor routines, privacy checks, priority matrices, and handover sheets. It changes improvised contact handling into consistent communication routines. The toolkit supports clear coordination when callers and visitors require attention at the same time.