



**THE VOICE BUSINESS**  
SPEAK WITH CONFIDENCE

## The Receptionist's Voice (TRV)

Great for receptionists and frontline staff...everywhere.

### Purpose :

Not a day goes by without a telephone being answered in the office somewhere. But how does your voice sound when you answer it? Do you project a professional image? The telephone you answer is the dynamic tool that connects you and your company directly to people, places and profitable opportunities, providing you know how to use it. Sounding good on the telephone can well make the difference between a happy and a disgruntled customer, which naturally reflects in your company's bottom line. Your voice is often the only part of you that the person at the other end of the line ever gets to meet. What does your voice say about you? What does your tone say about your company? Are you projecting the right image?

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## What you will learn:

### The 5 qualities of a great receptionist.

- How to project a friendly and caring tone.
- How to speak successfully with different types of people.
- How to sound convincing, authoritative and persuasive.
- How to get people to listen to you.
- How to control the speed at which you speak.
- What to listen for in other peoples' voices.
- How to match your tone with theirs and masterfully lead them into listening to what you've got to say.
- Breathing techniques to help you keep cool when the pressure "hots up".
- How to politely close a call.
- How to deliver a clear message and get the results you want.

## Scheduled The Receptionist's Voice (TRV)

Course	Code	Duration	Location	Cost (gst inc)	Type
The Receptionist's Voice	TRV	1 x 3 hr session	Sydney	\$760	Individual
The Receptionist's Voice	TRV-W-H	1 x 4 hr workshop	Sydney	\$4235	Per Group
The Receptionist's Voice	TRV-W-F	1 x 8 hr workshop	Sydney	\$6295	Per Group

### Class Time

Classes are available weekdays between  
**6.00am-6.00pm**

Workshops are from **9.00am-4.30pm**

### Questions?

**Email:**

[courses@thevoicebusiness.com.au](mailto:courses@thevoicebusiness.com.au)

**Phone:** 1300 922 122

### Head Office

The Voice Business,  
Level 3, 66 Berry St, North Sydney,  
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Australia

### Course Materials

CDs.Mp3 and Work notes included  
Post Course Evaluation.

A Certificate of Completion will be awarded to  
each successful candidate.

[Click here to book your classes](#)