

OUR PRESENTERS



Geraldine Wilson

Geraldine Wilson is a Director of Janus Consulting a Past President and current Fellow of the Australian Institute of Office Professionals, and was previously an HR professional with one of the "Big 4", managing recruitment, induction and work-place performance. She has worked very closely with office professionals and support staff in independent schools, has provided in-house training to many support teams around Australia, knows at first hand the pressures and rewards of the office, and understands the implications of the roles fulfilled by the business support team.



Theresa Loughnan

Theresa has been working at Iona Presentation College since 2006 as one of two College Receptionists. Her experience in this role stems from many years in the travel and hospitality industries where excellent interpersonal skills and communication are crucial. Theresa has also worked as a Corporate Travel Consultant managing the travel arrangements for executives of some of Perth's large corporations. Following this, Theresa moved into hospitality with her husband and worked in the hotel industry. Over the past two years, Theresa has assisted the College Registrar two days per week, whilst continuing her Reception duties for the three remaining days; this has allowed her to develop her skill set, while still enjoying her love of engaging with people on Reception.



Denise Phillips

In 2008, Denise was the Principal's Personal Assistant at Santa Maria College in Attadale; when the Principal secured another position at Iona Presentation College, she invited Denise to move "across the river" with her to Iona; she jumped at the opportunity and has been there since 2009. Previously, Denise has worked as a Personal Assistant for CEO's in the private sector for Trademark Attorneys and Chartered Accountants. Additional diverse experience has stemmed from being the Administration Manager for a regional radio network, the Administration Manager for a printing firm and a Company Director for a harbour tour operation (which also included dabbling in events management and the catering industry).



Tony Conabere

Tony Conabere is an Honorary Fellow of the ACEL and a Director of Janus Consulting. After a long and outstanding career in educational leadership over nearly three decades at Wesley College and The Knox School, he now consults with independent schools, specialising in change and project management, risk and financial management and quality assurance systems based on the philosophy of continual improvement. He is a member of the Telstra Educational Round Table.

REGISTRATION

Send each completed registration form

By email info@janusconsulting.com.au By fax 61 3 8672 0706

By mail PO Box 891, Port Melbourne VIC 3207 Australia Phone enquiries 0414 295 048 (outside Australia 61 414 295 048)

Name	Surname
School	
Postal	
Address	
Telephone	Email
<input type="checkbox"/> "Early Bird" Fee (\$590 plus \$59 GST) \$649.00 <input type="checkbox"/> Full Conference Fee (\$690 plus \$69 GST) \$759.00	
PAYMENT METHODS ABN 52 151 218 067 <input type="checkbox"/> EFT Transfer payment to Janus Consulting Pty Ltd at Westpac BSB 033 243 ACC No. 45 4171 <input type="checkbox"/> Credit card Please charge my <input type="checkbox"/> Visa <input type="checkbox"/> Mastercard in the amount of \$	
Card No.	Expiry CCV
Cardholder Name	

MY BRILLIANT RECEPTION

THE POWER | THE WELCOME | THE PRESENCE

A COURSE FOR RECEPTIONISTS
IN SCHOOLS AND THEIR
TEAM LEADERS

Everyone knows the power and the importance of the first impression, of being made welcome and actually feeling welcome, and of getting the information you came for or contacting the person you need to see.

Then, those who know schools, know how fraught the Front Desk can become: busy with the pressing needs of upset youngsters through to the emotions of the angry father or the upset mother. Each has urgent demands that expect an immediate response while the telephone, equally demanding, rings incessantly!

Finally, few colleague staff members understand the pressures and even fewer, it would seem, care. All they seem to know is that they do not want to get involved in any way! They often have the view that the Front Desk is not their responsibility. How do we make our Front Desk a thing of pride for our school which all our staff understand and support in whatever way they can or should?

THIS COURSE WILL COVER

- The art of greeting
- The first impression
- The task itself
- Managing difficulties, challenges and disconnects
- Writing scripts for every occasion
- The "right" best-practice expectations

"I'm excited to hear about your course for Receptionists because their role is absolutely vital, particularly in the "first Impression image" they present to future families of schools and also to clients of any other organisation they may be employed by. Too often the role of Receptionist is just not as valued as it should be..."
Sue McCulloch, Penrhos College.

CONFERENCE FEES AND REGISTRATION - MY BRILLIANT RECEPTION

The complete conference fee including **the cost of a buffet lunch, morning and afternoon tea** will be:

Early Bird Full Registration (not including GST)	\$590
Full Registration (not including GST)	\$690

The Perth seminar will be offered at the Novotel in Perth on Tuesday, February 10, 2015 with an "early bird" date of December 10, 2014.

The "Early Bird" concession will apply to all registrations received by 4pm, Wednesday, December 10, 2014. It will also apply to

all second and subsequent enrolments received from the one school at any time before enrolments close, one week before the advertised date for the seminar.

A cancellation policy applies. Cancellations before December 10, 2014 will receive a full refund less 20%; cancellations before February 1, 2015 will receive a 50 % refund but any cancellation after February 1, 2015 will not warrant a refund. A substitute is always welcome if a delegate finds that unforeseen circumstances have arisen which prevent attendance.

THE PROGRAMME

IN THE MORNING, THE PRESENTATIONS:
IN THE AFTERNOON, THE WORKSHOPS

9:00

THE WELCOME AND THE ART OF GREETING
Tony Conabere, Director,
Ianus Consulting Pty Ltd

9:15

THE FIRST IMPRESSION IS THE LASTING IMPRESSION
The MOFI factor: Knowing your clients and their needs: Your languages, verbal and non-verbal: Trusting your judgement and keeping confidences: Your 'Front Desk', its technology and its surrounds: your personae – face to face, on the phone, and on email. Self analysis.
Geraldine Wilson, Director,
Ianus Consulting Pty Ltd

10:00

MORNING COFFEE

10:30

THE SCOPE, DIMENSIONS AND REWARDS OF THE TASK
The fundamental tasks and best-practice expectations; the on-going "add-ons"; messaging and management; accountabilities.
Theresa Loughnan, Iona Presentation College

11:30

PERFORMANCE EXPECTATIONS, REPORTING & STAFFING STRUCTURES FOR RECEPTION
Regular practice to cover periods of high and low demand: staffing to cover the "with warning" contingency and the "without warning" contingency: maintaining practice consistency across the team and across campuses (for the multi-campus school). To whom should the receptionist report? What performance indicators? Why are colleagues reluctant to assist with reception? Overcoming this reluctance.
Denise Phillips, Iona Presentation College

12:15

LUNCH

1:00

MANAGING CHALLENGES, DISCONNECTS AND MALFUNCTIONS BRILLIANTLY

Developing your "weather eye" to see the signs and managing to avert the storms

- Your daily briefing and knowing what you should know
- The overly emotional parent with/without an appointment
- The overload periods in the day/week/term
- Last minute information only you can have: the knowns, the unknowns and the unknown knowns, not knowing
- The unforeseen/uninformed "latenesses"
- The emergencies from the abusive parent to the genuine danger alert
- The call for guidance/assistance
- On-going distracters like deliveries, the chatty gardener, out-of-date displays and inefficient cleaning

A workshop with a plenary session and a panel of two: an experienced PA and a receptionist to comment

2:15

AFTERNOON TEA

2:45

SCRIPTS FOR EVERY OCCASION

Knowing what to say, when and how to say it whatever the occasion and keeping confidences in a public arena are very high-order skills, especially when the situation is emotionally charged. Everyone performs better if they have a script that they have had the time to consider, seek advice about and rehearse. The conference will be asked to consider in syndicates their best script to use in six potentially volatile situations (the initial welcome, the abusive father, the emotional mother, the overly-chatty staff member, the put-down and the public argument) that might arise at the Front Desk with a view to returning to the school and completing a "script book" with other members of the professional team to cover all the likely events that might arise at the Front Desk in the course of the year. Finally, what is the script for the colleague who asserts that "the Front Desk is beneath her"?

A workshop with a plenary session and a panel of two experienced team leaders to comment.

3:45

CONCLUDING REMARKS