



# PROFESSIONAL RECEPTIONIST TRAINING

5TH, 24TH OR 25TH FEBRUARY 2026  
BELFAST OR DERRY-LONDONDERRY

The Federation has developed a receptionist training course to provide receptionists with the skills required to provide exceptional service while creating the unique Northern Ireland welcome to visitors. It will assist in understanding the impact they have on enhancing the overall guest experience of their property and region.

Delegates entering the Receptionist Awards competition will also benefit from attending this training workshop.

The course will cover:

- The importance of professional presentation, first impressions and how to present yourself well.
- The importance of correct communication skills and how to communicate effectively.
- What to do when things go wrong - how to effectively handle complaints.
- Selling techniques - how to sell professionally and the importance of strong product knowledge.
- How to recognise and anticipate guest needs, how to achieve them and more importantly, how to exceed them.

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## PROFESSIONAL RECEPTIONIST TRAINING

Maldron Hotel Belfast City  
Thursday 5th February 2026

Maldron Hotel Belfast City  
Tuesday 24th February 2026

White Horse Hotel, Derry-Londonderry  
Wednesday 25th February 2026

09.30 -15.00

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This course will be delivered by Marianne Hood, Hospitality Solutions and costs £95 + VAT per person. Places are very limited to ensure that everyone benefits from the training.

You can book online now  
via [nihf.co.uk](http://nihf.co.uk) or call us on  
028 9077 6635.

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