

**3** hours  
verifiable  
education

**VENUE:**

Whiston Education Centre  
Nightingale House  
Whiston Hospital  
Warrington Road  
Whiston  
L35 5DR

**DATE:**

Wed 11<sup>th</sup> October 2017

**TIME:**

9.00 am – 12.15pm  
(Registration from 8.45 am)

**COST:**

NHS £20.00  
Non NHS £40.00

**SPEAKER:**

**Heather Dallas**  
Dallas Development Limited

This lecturer is also  
presenting **Conflict  
Resolution and Resilience**  
at the same venue on this  
day from 1.00 pm –  
16.15pm

# Reception & Telephone skills

## A course for the dental team

**Overview:**

This event is designed for all members of the dental team who have front line contact with patients either face to face or over the telephone. This half-day course will provide the skills necessary for front line staff, to project a positive, proficient and professional customer service.

For full aims, objectives and learning outcomes and to reserve your place go to [www.maxcourse.co.uk/henw](http://www.maxcourse.co.uk/henw)