

This key course will give you the skills to provide customers and prospective customers with a first class service over the phone.

With the aid of role plays, recording sessions and group activities you will learn the correct way to make a good first impression, take clear messages, listen effectively and handle problems with confidence.

BENEFITS

After this one-day workshop you will be able to

- give an excellent impression of you and your organisation
- give a first class service over the phone
- handle any kind of caller correctly and efficiently

LEARNING OBJECTIVES

You can expect to:

- understand the need for customer care on the telephone
- develop a range of voice skills for creating a professional telephone manner
- improve your ability to organise calls and deal with difficult callers

COURSE OUTLINE

The importance of customer-focused telephone skills

Identifying your company

- Identifying yourself in a clear and friendly way
- Using your voice to greater effect

Dealing with the enquiry

- Listening
- Questioning
- Being empathetic

Handling difficult callers

- Being assertive
- Screening calls

Who The Course Is For

This course is for receptionists, telephonists, secretaries, clerical staff and anyone who deals with customers regularly on the telephone.

To run this workshop at your premises: Rs 125,000 (up to 20 participants)*

*This price does not include the cost of transporting the trainer to and from your premises