

CUSTOMER SERVICE SKILLS
TELEPHONE –INTENSIVE ENVIRONMENT
DURATION: 1 DAY

Has your Front Office staff been trained to pick up the phone OR answer the phone with **PROFESSIONAL ETIQUETTE?**

Your receptionist/front office staff sets **the first impression** of your esteemed organization through the image portrayed over the phone.

They have **the power to make or break** the sale for your organization.

❖ **OBJECTIVES**

Participants will be able to:

- ✚ Understand and practice *effective telephone communication skills*
- ✚ Understand the essential elements of the *Internal Customer Service*
- ✚ Determine caller needs and manage *Difficult Calls*
- ✚ Practice good telephone techniques and etiquettes.
- ✚ Generate good *Public Relations* from the everyday telephone conversation
- ✚ Avoid *Emotional Leakage* and project your company's image in a positive manner

❖ **WHO WILL BENEFIT:**

- Sales & Marketing Personnel
- Sales Support & Administrative Support
- Secretaries / Personal Assistants
- Receptionists / Front Desk / Front Office
- All personnel who are in daily contact with customers/ guests.

❖ **METHODOLOGY:**

- DVD Facilitation and Discussions
- Role-plays, Group Activities and Coaching.

"Everyone, whether he sees the customer or not, has a chance to build quality into the product or into the service offered. The people that see customers have a role that is not usually appreciated by supervisors and other management. Many customers form their opinions about the product or about the service solely by their contacts with the people they see."

- W. Edwards Deming