



Telephone Techniques and Customer Service – 1 day



Course Objectives

Develop your company's phone protocol and see to it that all those who will be using the telephone on your business premises are trained in proper telephone etiquette.

Exercises

Role-play and interactive exercises will be used during the workshop.

Making and receiving phone calls

- Prepare
- The corporate image
- The language to use
- The importance of listening and creating a dialogue
- Dealing with complaints
- Handling abusive customers

Good customer service

- Focusing on customers and their expectations
- Satisfying both the needs of the customer and the organisation
 - What to do when this is not possible
- Solving customer problems
 - Working with others to solve the problem and keeping the customer informed
- Improving the quality of service
 - Giving feedback and working with others to improve the service