

EFFECTIVE TELEPHONE COMMUNICATION

OBJECTIVES

The first contact a potential client has with your business is often through a phone call. Is your personnel aware of how important their actions are when answering the phone?

This course will show your personnel how to improve the following: courtesy, listening and consistency while communicating over the telephone. They will be able to apply current standards in customer service, thus providing a quality service experience.



TARGET CLIENTELE

Anyone who wishes to improve their telephone communication

PREREQUISITES

None

COURSE SYLLABUS

1. The communication process

- The best practices regarding customer service during a telephone call
- The fundamentals that define an impeccable and memorable customer service experience
- The first impression

2. The procedural stages of a call

- Telephone ethics and ease

3. Auto-assessment of strengths and opportunities for improvement regarding customer service

4. The service relationship

- Active listening

5. Curtesy formulae

- Words, expressions and behavior to implement and avoid
- Curtesy bridge
 - Tactfully cut the other off when speaking

6. Gratitude and adjustment to the various styles of personalities

7. Taking a message