

PALOMINO TRAINING SOLUTIONS

TELEPHONE ETIQUETTE

★ **ONE** ★
DAY

9:00 AM - 15:30 PM

Fact: 88% of your customers who stop using your services or products do so because of perceived employee indifference or rudeness.

One of the most common ways our customers interface with employees is through the telephone. Make sure your employees' voices stand out like a polar bear's roar - clear, distinct and purposeful, ensuring that your reputation for service is always at its best.

87% of the message your customers receive on the telephone is through the tonality of the voice they hear. Only 13% of the message they hear are the words used.

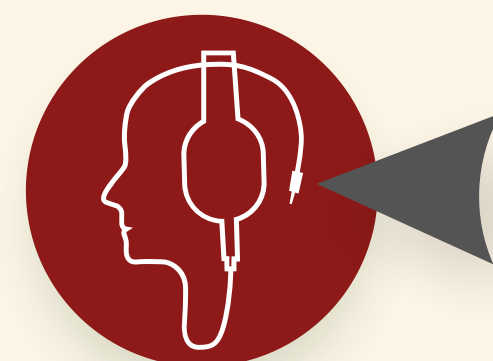
Our Telephone Etiquette training helps your employees to develop and master the techniques that will enhance your company's image.



Palomino Training Solutions
specialists in corporate training

Empowering others to help themselves through training, education & motivation.

COURSE OVERVIEW



SECTION 1: Being Customer Focused

Clear your mind; Answer telephone promptly;
Be present with your caller; Prepare your phone voice;
Offer your standard greeting; Be prepared before you respond

SECTION 2: Processing Incoming & Outgoing Calls

Placing Callers on Hold; Transferring Calls; Taking a Message; Making a Call

SECTION 3: Communication & Communication Barriers

Asking Questions and Probing; Listening Skills

SECTION 4: The Phonetic Alphabet

SECTION 5: Elements of Customer Service

SECTION 6: Identifying Customers and Competitors

SECTION 7: Identifying & Meeting Customer Needs

SECTION 8: Daily Attitude

SECTION 9: Forbidden Phrases & Soft Language Skills

SECTION 10: Dealing With Challenges

SECTION 11: Dealing With Problem Customers

This workshop includes dynamic trainee/trainer interactions and discussions, written and oral exercises, case studies, reflection, quizzes and a workbook for each participant to take back to the workplace.

TARGET AUDIENCE

This workshop is designed for everyone who deals with customers on the telephone – call centre agents, customer service representatives, receptionists and all customer-facing staff.

