

Gearing You For Growth

Bursaries | **Business Skills** | Coaching and Mentoring | Computer Skills | E-Learning | Learnerships | Skills Development | Virtual Training

Telephone Courtesy and Customer Service

Course Overview

Effective communication over the phone is essential for any organization today that relies on customer service to grow or retain its customer base.

Most customer service representatives have basic phone operating skills in areas such as answering the phone in a professional manner and greeting the customer. However, many customer service teams lack the crucial etiquette as well as speaking and listening skills that set apart profitable and professional organizations.

This course is a must for any person dealing with existing or future customers over the phone.

If there is one way of improving your position with your customers, it is through professional and courteous customer service.

Target Audience

Receptionists, secretaries, security, drivers, junior administrators, and anyone who would like to improve their telephone customer service.

Prerequisite

There are no prerequisites for this course.

Duration

- 1 Day



Course Outline

Module 1: Quality Customer Service

- Quality customer service.
- Customer service is everyone's responsibility.
- Providing added service.

Module 2: Basic Telephone Skills

- Skill 1: Handling the telephone.
- Skill 2: Answering the telephone.
- Skill 3: Mastering voice inflection.
- Skill 4: Using your best voice.
- Skill 5: Addressing the caller.
- Skill 6: Making the outbound call.
- Skill 7: Practicing effective listening.
- Skill 8: Managing telephone messages.
- Skill 9: Closing the conversation.

Module 3: Professional Telephone Skills

- Skill 1: Asking questions.
- Skill 2: Learning to negotiate.
- Skill 3: Making the service follow-up call.
- Skill 4: Delivering bad news.
- Skill 5: Avoiding statements that give the wrong impression.
- Skill 6: Managing technology.

Module 4: Understanding Customers

- Manage various customer behavior styles.
- The assertive customer wants result.
- The angry customer wants action.
- The amiable customer wants to work together.
- The expressive customer wants to be engaged.
- The analytical / detail-oriented customer wants accuracy.
- Into action: a three-step plan.
- What about your behavioral style?

Module 5: What Customers Want and the Role of Attitude

- Take time to understand.
- Interpreting customer needs.
- Positive attitude is a choice.
- Attitude is your key to success.
- Your personal action plan for a more positive attitude.