

ENHANCING PROFESSIONALISME : TELEPHONE ETIQUETTE & PERSONAL GROOMING FOR EXECUTIVES



COURSE OVERVIEW

Executives are the lifeblood of a business as they are the ones who have personal contact with the customers/clients of the organization. It is paramount that they have the essential skills to ensure each call or visit that customers do for the first time is a pleasant experience – both verbally and visually. Therefore it is important for executives to look their best and to deliver their duty efficiently all the time. The business environment is so competitive nowadays that it has come to a point where losing a customer is too great a loss. This course is designed to equip executives with essential skills in ensuring high level of service standard.

OBJECTIVES

- Understand basic telephone etiquette
- Practice courtesy language
- Master voice management techniques
- Internalize grooming skills

COURSE OUTLINE

- Module 1: Winning The Customers' Heart?
- Module 2: Courtesy Language
- Module 3: Telephone Etiquette 101
- Module 4: Approachable Approach
- Module 5: Lending a Helping Hand
- Module 6: Voice Management
- Module 7: Netiquette
- Module 8: Image Building

TARGET AUDIENCE

This workshop is geared for Front desk executives, Telesales executives & Call centre executives.

COMFORI SDN BHD

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