

CUSTOMER SERVICE SKILLS (TELEPHONE INTENSIVE ENVIRONMENT)



OVERVIEW

Has your staff been trained to pick up the phone or answer the call with professional etiquette? Your receptionist/front office staff sets the first impression of your esteemed organisation through the image portrayed over the phone. They have the power to make or break the sale for your organisation.

"Everyone, whether he sees the customer or not, has a chance to build quality into the product or into the service offered. The people that see customers have a role that is not usually appreciated by supervisors and other management. Many customers form their opinions about the product or about the service solely by their contacts with the people they see."

- W. Edwards Deming

WORKSHOP OBJECTIVES

At the end of the workshop, participants will be able to :

- Understand and practice effective telephone communication skills
- Understand the essential elements of the internal customer service
- Determine caller needs and manage difficult calls
- Practice good call answering techniques and etiquettes
- Generate good public relations from the everyday telephone conversation
- Avoid emotional leakage and protect your company's image in a positive manner.

WHO SHOULD ATTEND?

- Sales & Marketing Personnel
- Sales Support & Administrative Support
- Secretaries / Personal Assistants
- Receptionist/Front Desk/Front office
- Call Centre Staff
- All personnel who are in daily contact with customer/guest



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