

ENHANCING PROFESSIONALISM: TELEPHONE ETIQUETTE & PERSONAL GROOMING FOR EXECUTIVE



OVERVIEW

Executives are the life blood 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 now a days 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



WHO SHOULD ATTEND?

- Secretaries and Personal Assistants
 - Front liner staff
 - Admin staff & support staff
 - Executive
- For any ladies would like to improves themselves and willing to go EXTRA MILES



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