

ENHANCING PROFESSIONALISM – TELEPHONE ETIQUETTE & PERSONAL GROOMING FOR EXECUTIVES

AVAILABLE FOR OFFLINE & ONLINE

Administration
and Customer
Service
Series

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.

WHO SHOULD ATTEND?

- ✓ Front Desk Executives
- ✓ Telesales Executives
- ✓ Call Centre Executives

OBJECTIVE

Adopt the Right Attitude –
Serve customers with a
positive and professional
approach.

Master Communication
Skills – Enhance courtesy,
telephone etiquette, and
business writing.

Handle Difficult Situations –
Effectively manage
unhappy customers.

Practice Ethical Behavior –
Maintain professionalism,
including proper internet
usage.

Polish Professional Image –
Project confidence and
credibility in all interactions.

Strengthen Customer
Service – Apply skills to
deliver exceptional service
daily

Workshop Methodology

Instructor – led discussion
Role play
Group activities
Demonstration / presentation