

# 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.

## OBJECTIVES

- 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

## COURSE OUTLINE

- Module 1: Customer Service Skills
- Module 2: Telesales Tips From A to Z
- Module 3: How to Avoid Emotional Leakage
- Module 4: How to Treat Every Caller as a Welcome Guest
- Module 5: How to Deal with the Foreign Accent
- Module 6: How to Handle the Irate Caller



## WHO SHOULD ATTEND?

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



### COMFORI SDN BHD

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