

TELEPHONE ETIQUETTE

COURSE SCHEDULE

Module 1: Telephone Etiquette & Answering Procedures

- Clearing your mind & answering the telephone promptly
- Being present with your caller
- Preparing your phone voice
- Offering your greeting
- Being prepared before you respond.

Module 2: Processing Incoming & Outgoing Calls

- Placing Callers on Hold
- Transferring Calls
- Taking messages
- Making Calls

Module 3: Communication & Communication Barriers

- What is a Skilled Communicator?
- Asking Questions & Probing
- Listening Skills
- Barriers to Listening & Communication
- Active Listening

Module 4: Identifying Customers & Competitors

- Internal Customers vs External Customers
- Identifying Competitors & the Competitive Edge

Module 5: Identifying & Meeting Customer Needs

- Understanding Needs and Expectations
- Benefits of Meeting Customer needs

Module 6: Identifying & Meeting Customer Needs

- Optimistic / Objective / Deliberate / Determined

Module 7: Forbidden Phrases & Soft Language Skills

Module 8: Dealing with Problem Customers

- Listen
- Empathise
- Apologise
- Problem Solve

Name of Course	Description	No of Days	MS Teams	Cost per Delegate	
				Delegate: Your Premises	Delegate at Sankin
Telephone Etiquette	Developing and Mastering Confidence and Professionalism with Telephone Skills to enhance the Company's image.	1	1100	1200	1300