Telephone Skills Course

Duration: Half Day
Delegate No: Min - 3 Max - 12
Times: 09:30 - 12:30 or 13:30 - 16:30

Target Audience

• This half-day telephone skills training course is ideal for receptionist or customer support staff who are responsible for answering the telephone and making calls on behalf of their organisation, thereby acting as the first point of contact for their customers and suppliers.

Course Aim

• This training course will provide participants with the basic telephone techniques and skills to confidently answer telephone calls and constructively respond to customer telephone enquiries.

Course Objectives

Key objectives of the telephone training course are to:
• Answer and make telephone calls in a professional manner
• Learn techniques to efficiently respond to a customer call
• Build rapport with the customer and satisfy their needs quickly

You'll never have a product or price advantage again. They can be easily duplicated, but a strong customer service culture can't be copied.

Jerry Fritz

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Course Outline

09:30 Welcome and introduction
- Course objectives and outline for the day
- Domestic arrangements and style of programme
- Facilitator presentation, participant personal introductions

09:45 The importance of professional telephone skills
- Importance of professional telephone skills to the business
- Benefits of professional telephone skills
- Who Wants to be a Millionaire Quiz and facilitated group discussion

10:15 Telephone etiquette
- Telephone guidelines, standards of service when handling a call
- The verbal handshake
- Trainer demonstration, group discussion and practice sessions
- Putting callers on hold, transferring callers, closing call
- Revolving flipchart exercise

11:00 Coffee

11:15 Acquiring information/establishing customer needs
- Effective listening
- Questioning techniques
- Building rapport and gathering information
- Small group practical exercises, presentation and group discussion

11:45 Responding to customer requests
- Using positive language and taking ownership of call
- Small group practical exercises, presentation and group discussion

12:15 Reviewing the learning and next steps
- Review of learning and action planning
- Course feedback

12:30 Close

"I found the training very beneficial; it was enjoyable and informative at the same time. We were engaged the whole time and the activities got everyone participating and involved."

Natasha
Customer Service Executive,
GN Resound