



corporate training options

Telephone Courtesy & Customer Service

Overview & Learning Outcomes

Upon successful completion of this course you should be able to:

- define quality customer service
- employ nine basic but important telephone skills
- professionally manage complex customer telephone calls
- manage various customer behaviour styles on the telephone
- interpret customer wants and deliver positive customer service actions

Prerequisites

There are no pre-requisites for this course.

Duration:

1 Day

Courseware:

High quality learning materials are available for purchase by participants.

Corporate Training Options

Sydney • Melbourne • Brisbane • Gold Coast • Canberra • Adelaide • Perth • Darwin • Hobart
Email: training@cto.com.au Web: www.cto.com.au



corporate training options

Telephone Courtesy & Customer Service Training Course Outline

Quality Customer Service

Quality customer service
Customer service is everyone's responsibility
Providing added service
Part summary

Basic Telephone Skills

Skill 1: handling the telephone
Skill 2: answering the telephone
Skill 3: mastering voice inflection
Skill 4: using your best voice
Skill 5: addressing the caller
Skill 6: making the outbound call
Skill 7: practicing effective listening
Skill 8: managing telephone messages
Skill 9: closing the conversation
Part summary

Professional Telephone Skills

Skill 1: asking questions
Skill 2: learning to negotiate
Skill 3: making the service follow-up call
Skill 4: delivering bad news
Skill 5: avoiding statements that give the wrong impression
Skill 6: managing technology
Part summary

Understanding Customers

Manage various customer behaviour styles
The assertive customer wants results
The angry customer wants action
The amiable customer wants to work together
The expressive customer wants to be engaged
The analytical/detail-oriented customer wants accuracy
Into action: a three-step plan
What about your behavioural style?
Part summary

What Customers Want and the Role of Attitude

Take time to understand
Interpreting customer needs
Positive attitude is a choice!
Attitude is your key to success
Your personal action plan for a more positive attitude
Part summary

Corporate Training Options

Sydney • Melbourne • Brisbane • Gold Coast • Canberra • Adelaide • Perth • Darwin • Hobart
Email: training@cto.com.au Web: www.cto.com.au