

## Terrific Telephone Techniques

### WHO SHOULD ATTEND?

If you want your people to provide terrific service on the telephone, then sign them up for this fast-moving, intensive and comprehensive half-day session. Your business cannot afford the luxury of poor standards of customer care on the telephone, and we'll help your people learn how to deliver excellent performance every time they pick up the phone.

### WHAT WILL YOU LEARN?

The art of communicating effectively with the people who contact your organisation by telephone. You will learn how to work smart and create excellent working relationships with callers.

### COURSE CONTENT

- ✓ Discover our formula for success
- ✓ Project the right image for your organisation
- ✓ Build and maintain customer goodwill
- ✓ 7 Deadly Sins of telephone handling
- ✓ When you have to say 'no' to callers
- ✓ 14 Top tips to help you deliver terrific service.

### TRAINER

Our facilitator for this course is Steve Warren, who is committed to helping people learn, grow and develop. He has real passion for great service and has produced several titles on customer care.

Steve adopts an enthusiastic, but relaxed style in the training room; using stories, metaphors and real life examples to illustrate and bring the subject matter to life. He aims to make training both practical and relevant to everyone participating on his programmes.

### COURSE INFORMATION

Venue: Chamber of Commerce, 53 Bugle Street, Southampton

Duration: 9.15am - 12.30pm

Refreshments and course materials provided

### RELATED COURSES

**Customer Care – Now That's What I Call Service!**

**Telephone Debt Recovery**