Customer Care and Telephone Techniques

The **telephone is perhaps the most essential of business tools**. Every employee who uses the telephone creates an impression.

Customers who are handled professionally will call again whist those who feel they have **received poor service will turn to your competitors**.

Objective

Have a **greater understanding of the principles of telephone techniques** as well as **increased confidence when using the telephone**

Develop **more refined communication skills**- critical to the **promotion and maintenance of successful business relationship**

Audience

This course is designed for **anyone who uses the telephone.**

Duration

This is **one day Customer Care and Telephone Techniques** course. The course starts at **09:30** and runs until **16:30**. **Alternate timings** can be arranged upon request. The course can be held on a **date that suits you.**

Location

Our **Customer Care and Telephone Techniques** course can be run at **our training venue** near **Liverpool Street (London)** or any preferred location in the **UK or Europe**.

Customer Care and Telephone Techniques Course Outline

Defining service excellence

What makes service memorable?

Achieving excellence

Consequences of good/bad service experience

Incoming calls

First and lasting impressions

Key stages of the call

Achieving seamless service

Managing Difficult Situations

Handling complaints

The angry customer

Saying "no" to the customer

Solutions to customer problems

Assertive, aggressive and submissive behaviour

Greetings, Promptness Courtesy and Tact Understanding

Preparing to make Telephone Calls

Planning and preparation

Telephone personalities

Empathy

Understanding telephone communication

Practical advantages and disadvantages

The fourteen important principles of telephone communication

Telephone attitudes

Case Studies

Successful Questioning Techniques

Why do we ask questions?

Using different types of questions

Listening Skills

Poor listening habits

Guidelines for more effective listening

Objection Handling

Types of objection

Basic model for handling objections

Last Impressions

Personal Actions Plans