

Excellent Customer Care – Incoming Calls

This excellent customer care course analyses typical customer frustrations and how to deal with awkward situations. It teaches professional telephone techniques from how to make a good first impression, to the use of correct vocabulary and paying attention to detail. Through interactive workshops and role-playing delegates will improve their customer-care skills when answering the telephone.

This course suits

Any person involved in taking incoming calls from customers.

What delegates will gain from the course

- Greater confidence when taking incoming calls
- Telephone 'etiquette' when answering, holding or transferring calls
- Understand the importance of customer care in relation to incoming calls
- How to handle complaints in a positive way

Timetable

09:30 - 10:00 Coffee & Introduction.

10:00 - 10:30 Task 1: What Do We Hate About Calling Other Companies?
(An exercise to discover delegates' personal experience of poor service.)

10:30 - 11:15 Incoming Calls - The Basics
(First impressions, Answering the Telephone, The Correct Vocabulary, Keep In Touch, Details)

11:30 - 12:00 Task 2: What Do You Really Want From These Calls?
(Setting out your objectives)

12:00 - 12:45 Negotiating Skills on The Telephone

12:45 - 14:00 Lunch Break.

14:00 - 14:45 Task 3: What Are Our Customers' Main Objections? *(Delegates discuss best practice)*

14:45 - 15:30 Handling Objections
(Pre-handling Objections, Dealing with The Price Objection Effectively)

15:30 - 16:30 Golden Rules For Achieving Excellent Customer Care
(Dealing with complaints and enquiries)

16:30 Summary & Action Plans Agreed