Masterclass in Handling Incoming Telephone Calls - Half Day

Training Description

This 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.

The Course Suits

Anyone who receives telephone calls at work and wants to know the best way to handle them to create the most professional image.

Training Benefits

- 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

Course Timetable

14:00 - 14:30 Task 1: What Do We Hate About Calling Other Companies? (An exercise to discover delegates personal experience of poor service.)

14:30 - 14:45 Incoming Calls - The Basics (First impressions, Answering the Telephone, The Correct Vocabulary, Keep In Touch, Details)

14:45 - 15:15 Task 2: What Do You Really Want From These Calls? (Setting out your objectives)

15:15 -15:30 Designing a scoring system to mark how well incoming calls are taken.

15:30 - 16:15 Trainer makes outgoing calls LIVE and delegates mark how well calls are handled.

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

16:30 Summary & Action Plans Agreed