



REAL WORLD
TECHNOLOGY TRAINING & SOLUTIONS
"Training You Can Really Use"

Telephone Courtesy & Customer Service

Duration: 1 Day

Method: Instructor-Led Training (ILT) | Live Online Training

Course Description

Rarely do people realize how essential proper telephone techniques are to business. In this course, participants will learn how to provide great customer care service over the phone as telephone skills are critical to quality customer service. Through effective telephone usage, participants will also learn how to represent their company and satisfy the customers' needs.

Target Audience

This course is intended for:

- Customer Service Representatives
- Call Center Agents
- Sales and Telemarketing Teams
- Receptionists and Front Desk Staff
- Helpdesk and Support Teams
- Office Administrators.

Prerequisites

To attend this course, candidates must have:

- Customer service awareness.
- Basic communication skills.
- Familiarity with telephone etiquette.
- Basic computer and software skills.



Microsoft Partner

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Course Objectives

Upon successful completion of this course, attendees will be able to:

- Develop effective communication skills.
- Enhance active listening skills.
- Handle difficult situations with confidence.
- Manage time and prioritize calls.
- Master telephone etiquette.
- Handle call escalations effectively.

Course Topics

Module 1: Quality Customer Service

- Quality Customer Service
- Customer Service Is Everyone's Responsibility
- Providing Added Service
- Summary

Module 2: 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
- Summary

Module 3: 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
- Summary



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Course Topics *Continued*

Module 4: 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?
- Summary

Module 5: 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
- Summary

EXERCISES INCLUDED



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