

Customer Service - Handling Telephone Calls

Every communication with a customer is an opportunity for enhancing your organisation's image and gaining more business. This course helps delegates to see all callers as customers and equips them with the skills to communicate professionally and identify opportunities, demonstrating customer care.

By the end of the course delegates will be able to:

- plan and prepare for calls
- create the right impression and establish rapport
- listen effectively and demonstrate positive customer care
- make every call more productive and profitable
- deal with resistance and motivate customers

The course includes:

- identifying the fundamental skills of good communication
- familiarisation with telephone facilities

- exploration of more advanced and specialised techniques of customer care, for example building rapport and handling anger
- knowing how to spot and advance business opportunities

This course is suitable for all staff from all functions who receive and/or make customer calls.

Duration: 2 days



The Island Partnership

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