

Course duration

- 1 day

Course Benefits

- Learn to provide excellent customer service over the telephone.
- Learn how to greet customers.
- Learn to identify and fulfill customers' needs.
- Learn how to master voice inflection.
- Learn how to listen effectively.
- Learn to manage objections.
- Learn the art of negotiating.
- Learn to ask questions.
- Learn to deliver bad news.
- Learn to manage customer perceptions.

Available Delivery Methods

Public Class

Public expert-led online training from the convenience of your home, office or anywhere with an internet connection. Guaranteed to run .

Private Class

Private classes are delivered for groups at your offices or a location of your choice.

Course Outline

1. Quality Customer Service
 1. Show That You Care
2. Proper Telephone Skills
 1. Skill Overview
 2. Handling the Telephone
 3. Mastering Voice Inflection
 4. Using Your Best Voice
 5. Addressing the Caller
 6. Answering the Telephone
 7. Effective Listening
 8. Managing Objections

9. Learning the Art of Negotiating
10. Asking Questions
11. Making the Outbound Service Call
12. Delivering Bad News
13. Exercise: Managing Different Callers
14. Exercise: Recognizing Caller Behavior
15. Managing Telephone Messages
16. Exercise: Customer Perceptions
17. Managing Technology
18. Closing the Conversation
3. Understanding Customer Needs
 1. What Your Customer Wants
 2. Assess Your Skills and Attitudes
4. Managing the Customer's Perception
 1. Exercise: Your Perception
 2. Exercise: The Customer's Perception
 3. Your Action Plan for Better Service

Class Materials

Each student will receive a comprehensive set of materials, including course notes and all the class examples.