

## BM-TECS TELEPHONE COURTESY & CUSTOMER SERVICE: BE YOUR COMPANY'S LIFELINE TO CUSTOMERS



DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
1 Day	Business Introduction	Management & Soft Skills	VILT & ILT	NA

### INTRODUCTION

We all depend on phones every day, and we each have different phone communication styles. But few people realize how essential proper telephone techniques are to business. The fact is, telephone skills are critical to quality customer service. Learn how to represent your company whilst satisfying the needs of customers through effective telephone usage.

### AUDIENCE PROFILE

The audience profile for Telephone Courtesy and Customer Service training may vary depending on the specific organization or industry but generally includes individuals who interact with customers or clients over the phone, such as customer service representatives, sales representatives, receptionists, and help desk personnel. The training is particularly useful for those who are new to their roles or need to improve their communication and interpersonal skills when interacting with customers over the phone. It may also be beneficial for individuals who have been in their roles for some time but need a refresher or want to learn new techniques to enhance their customer service skills. Furthermore, the training can be applied to a wide range of industries, including but not limited to retail, healthcare, hospitality, banking, and telecommunications.

### PREREQUISITES

There are no prerequisites for this course.

### COURSE OBJECTIVES

You will learn how to:

- Define quality customer service.
- Employ nine basic but important telephone skills.
- Professionally manage complex customer telephone calls.
- Manage various customer behaviour styles on the telephone.
- Interpret customer wants and deliver positive customer service actions.

### COURSE CONTENT

#### Lesson 1: Quality Customer Service

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

#### Lesson 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

#### Lesson 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

#### Lesson 4: Understanding Customers

- Manage Various Customer Behavioural 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?

#### Lesson 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
- Part Summary

### ASSOCIATED CERTIFICATIONS & EXAM

There is no exam associated with this course.