

Telephone Talk

Duration: 1 day

More organisations than ever are providing a service function to their customers over the telephone. This presents several challenges to call handlers, such as:

- Building rapport without being seen
- Overcoming distractions posed by background noise
- Understanding different types of voices
- Managing energy levels during periods of high call volume
- Controlling the duration of a call

Doing a few things well some of the time can earn you a reputation as the customer's saviour at that moment in time. However as other organisations emerge as service leaders, then you have to do a lot of things right consistently to meet expectations and avoid inevitable frustrations. This workshop focuses on the necessary thoughts, feelings and actions that you need to help you turn customer enquiries into customer compliments.

Pre requisites

There are no prerequisites for this course