



Telephone Etiquette Skills, 1,440



Seller Info

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Listing details

Description

Price: 1,440
Title: Telephone Etiquette Skills

Location

Additional information

Additional Information:

<p>This workshop will help you learn the various skills and techniques when answering the phone, listening to clients, users, supporters and colleagues. It will help you understand their needs so that you can provide what they want, when they want it.</p> <p>Workshop Outline:</p> <p> </p> Understanding your role as representative of your company. Responding to callers with the appropriate greeting and correct phone voice. Handling incoming and outgoing calls - structuring Calls, Phone Messaging, Voicemail Messages and Call-to-Actions. Telephone jargon and alternative dialogue. Dealing with complaints and angry customers. Barriers and bridges to communication.

