

**Soft-Train**



*At Soft-Train  
Technology Works*

# Great Customer Service on the Telephone (1 Day) ST00094

**COURSE GOAL:** Learn the best ways to handle customers on the phone.

**PREREQUISITES:** None

**LEARNING OBJECTIVES:**

Upon completion of this course, the student will be able to:

- Provide better telephone customer service.
- Understand how to use voice levels to control situations.
- Know how to politely transfer calls without making the client upset.
- What to leave on voice mail for clients.

**KEY TOPICS:**

**I. Managing the Medium:**

- A. You Can be a Mind Reader
- B. The Challenge of Telephone communication
- C. There's Ringing in My Ears!
- D. Taking Meaningful Messages
- E. The Art of transferring Calls
- F. Hold, Please!
- G. Gotta Get That Other Line
- H. Conference Calling
- I. Answering Machines and Voice Mail – and Other Potential Technological Nightmares
- J. Text Telephones – Customers Can See What You're Saying
- K. A Few Words About Fraud

**II. Managing Your Call**

- A. Putting Your Best Voice Forward: Effective Telephone Greetings
- B. When You Have To Screen Calls
- C. Keeping Your Feet on the Floor (and Out of Your Mouth)
- D. Planning Ahead
- E. Asking Questions
- F. Making a Show of Listening
- G. When You Have to Say "No"

- H.** In Case of Emergency!
- I.** Telephone Selling
- J.** “I’m Soooo Mad!”
- K.** Ending the Endless Call

### **III. Managing Yourself**

- A.** Your Phone Voice
- B.** A Plan for Voice Improvement
- C.** Mending Frayed Nerves
- D.** “Do You Mind? It’s Personal!”