

Soft-Train



*At Soft-Train
Technology Works*

Great Customer Service on the Telephone (1 Day)

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!"