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## CUSTOMER-FOCUSED TELEPHONE SKILLS

This key course will give you the skills to provide customers and prospective customers with a first class service over the phone. With the aid of role plays, recording sessions and group activities you will learn the correct way to make a good first impression, take clear messages, listen effectively and handle problems with confidence.

### BENEFITS

After this one-day workshop you will be able to

- give an excellent impression of you and your organisation
- give a first class service over the phone
- handle any kind of caller correctly and efficiently

### LEARNING OBJECTIVES

**You can expect to:**

- understand the need for customer care on the telephone
- develop a range of voice skills for creating a professional telephone manner
- improve your ability to organise calls and deal with difficult callers

### COURSE OUTLINE

#### The importance of customer-focused telephone skills

##### Identifying your company

- Identifying yourself in a clear and friendly way
- Using your voice to greater effect

##### Dealing with the enquiry

- Listening
- Questioning
- Being empathetic

##### Handling difficult callers

- Being assertive
- Screening calls

#### Who the course is for

This course is for receptionists, telephonists, secretaries, clerical staff and anyone who deals with customers regularly on the telephone.

**Individual price:** MAD 1,800 (includes lunch & refreshments)

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<http://www.britishcouncil.ma/en/english/courses-adults/professional-workshops>