

MANAGEMENT TELEPHONE TECHNIQUES



Course Objectives

- The course will help participants to understand the importance of good telephone technique
- Formulate & practice skills which will improve job performance and build confidence
- Use the telephone to the best advantage

Designed For

Receptionist and telephonists

Course Content

- The problems involved in using the telephone
- Receiving and making telephone calls
- Creating the right impression
- Dealing with difficult callers and customer complaints
- The importance of "attitude"

Location:

NLT Training or employers premises if suitable

Duration:

Duration
1/2 Day

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