

Certificate of Attendance in Frontline & Telephone Skills

Course Information Sheet

The event of technology has meant that we need to refine our telephone communication more than ever. Over the phone we have to communicate 93% of our message with our voice, so how we say what we say has suddenly become that much more important. We need to think about voice tone, pace and volume. On top of that, things we would normally show visually, like friendliness or enthusiasm also need to be communicated through the voice. Delegates will learn how to develop effective face-to-face customer skills, how to establish & maintain excellent customer relationships and how to Establish a solid service approach which can be implemented immediately.

Programme Benefits:

On completion of the workshop, learners will be able to:

- Communication Starts With the Ability to Listen
- Getting more done in less time
- Attitude and Aptitude
- Understanding People & Dealing with difficult clients
- Body Language
- The Etiquette of Meeting and Greeting
- The Etiquette of Telephonic Liaison
- Exceeding Expectations
- Effective Communication Skills
- What Procedures You Should Have
- First Impressions Last, your environment, your grooming

How we do it

The processes are customized and include a combination of classroom and practical activities.

About the Programme

- Duration: 1 Day (group onsite rates available on request)
- Training in house or on campus

Certification

Upon successful completion of the programme, learners will receive A **Certificate of Attendance in Frontline & Telephone Skills.**