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Business Telephone Techniques

We all use the telephone in our day to day communication with customers and colleagues. A lazy or poor telephone manner can cost us valuable time, wasted effort and, most important, lost customers.

Nobody will admit to being a bad driver, a bad loser or having a bad telephone manner. Do you still drive as correctly as you did on the day you passed your test or have you picked up some bad habits?

The same can be said of using the telephone.

The objective of this course is to enable those who use the telephone in their organisation to handle customer enquiries and complaints with greater efficiency and confidence.

Course Content

Single communication speech
Professional telephone manner
Accuracy over the telephone
Creating the important first impression
Finding out what the other caller wants
The art of good listening
Taking control of the call
Taking accurate messages
Dealing with the occasional complaint
Ensuring customer satisfaction
Participative exercises