



# NewGrange

TRAINING & SERVICES LTD

*Better People, Better Business®*

## Telephone Skills & Customer Service

Thousands of pounds are lost each year by poor handling of telephone enquires. The majority of telephone calls could be dealt with better if staff were taught to see things from the customer's perspective. Customers and potential customers who are handled well will call again and bring more business to your organisation.

This one day course takes delegates through telephone techniques and live simulated two way telephone calls. The course is highly participative, with telephone role play, group discussions and tutor lead tutorial. Delegates will cover the key principles of good customer service.



### Who should attend?

This course is for every member of staff who uses the telephone daily.

Course Location:	On-Site at your premises
Course Duration:	1 Full Day, 9.30am - 4.30pm (date to suit you)
No. of Delegates:	10 delegates max

### Course Programme

- Communicating by telephone
- Learning to listen
- How to sound confident, caring and helpful
- Using your voice well
- Some do's and don'ts
- Handling awkward callers
- Building relations
- Understanding customer moods and attitudes
- Practical exercises and role play (using simulated two way telephone calls)
- Feedback (with learning points)

### Delegates Receive:

Certificate of Training  
Course Notes  
Course Materials

Tel: +44(0) 1562 632143

Fax: +44(0) 1562 632584

email: [info@newgrangetraining.co.uk](mailto:info@newgrangetraining.co.uk)

[www.newgrangetraining.co.uk](http://www.newgrangetraining.co.uk)