

TELEPHONE ETIQUETTE

Unit Standard	14348
NQF	Level 2
Credits	3
Duration	1 day
Organisational Development Area	Front Office and Back Office

SYNOPSIS

We all come to the table with a different set of experiences, circumstances, education and values & beliefs. No wonder "Communications" is the biggest challenge in most organisations! Proficiency in communication skills is critical to success.

Telephones are an everyday part of business and often aid in your customers first and lasting impression of your company. This course identifies telephone skills needed to be successful and more professional. It provides strategies to enable you to give your callers the quality service they deserve. You will learn tips for handling the telephone, ways to manage the discussions, and how to influence your customer perception of your company. The purpose of this practical training course is to teach and implement the skills required for communicating with confidence, using the voice to instil confidence, etiquette and professionalism while engaging clients over the telephone.

COURSE OUTLINE

- How to Answer calls correctly;
- How to Transfer calls;
- How to announce calls correctly;
- Good Telephone Procedures;
- Screening Calls;
- Taking Messages;
- Restraint versus retaliation;
- Solving problems;
- Response time;
- Handling the stress of customer care;
- Strategies for staying courteous under stress;
- Good telephone procedures;
- Voicemail etiquette.

COURSE OUTCOMES

Upon successful completion of this course, learners will be able to demonstrate their ability to:

- Make a good first impression;
- Listen with skill;
- Appear professional and confident when speaking;
- Use the voice correctly when speaking;
- Deal with problems over the telephone, irate callers;
- Overcome nerves when under pressure;
- Think on your feet.