

IE

INTELLECTUAL EQUITY

Training and Consulting

Training • Business Plans and Consulting • Project Management • Facilitation

Telephone Etiquette ~ What they don't see matters

This class can be a 1, 1.5 or 2 hour class

~ **Proper business phone etiquette is the foundation of good customer service!** The phone skills and techniques that your team members use are essential to your organization's image and its bottom line. Without a proper phone training program in place chances are that your customer's telephone experience with your organization isn't being maximized.

Your callers deserve top notch telephone customer service. Anything less and you are missing out on a golden opportunity to develop long term, loyal relationships with those you interact with.

You only get one chance to make a first impression. Effective phone answering skills are essential to creating a positive impact that sets the tone for the rest of the customer's interaction with your organization.

CLASS OUTLINE:

- **Who are our callers?**
- **Why are they calling us?**
- **Greetings, Voice Mail, Messages and transferring**
- **Active Listening**
- **What they hear is what they perceive**
- **Handling the upset caller**
 - **Worried, fearful, emotional, upset**
- **You are their experience**
- **Interactive: 5 ways to make your department more phone friendly**
- **Takeaways:**
 - **An Overview**
 - **36 tips for Giving Better Phone Service**
 - **10 Steps to Cell Phone Etiquette Excellence**
 - **10 Steps to Business Phone Etiquette Excellence**
- **Class Evaluation to share with Host Company**

P.O. Box 1648
Mammoth Lakes, California 93546

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Phone: 760-924-1060
FAX: 760-924-1061

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E-Mail: Deb@DeborahPierrel.com
www.IETrainingandConsulting.com www.IntellectualEquity.biz