

Positive Image through Telephone

Who should attend

All Staff

Duration

1 day (7 hours)

Program Fee

S\$250.00 per participant

SDF funding:
\$2/ hour (non-SME)
\$4/hr (SME)

Course

Cancellation

In the event that participant cannot attend the event, substitute delegate is allowed.

There will be no refund for cancellation

Course Aim

- To instill a positive attitude toward handling the telephone calls.
- To equip participants with good telephone techniques and standards.

Course Outline

Setting your Mind

- Role Perception
- Service Attitudes
- Good and Bad telephone habits

Telephone Techniques & Standards

- Answering Calls
- Transferring Calls
- Putting Calls on Hold
- Taking Messages
- Making Calls
- Behavior Standards
- Company's Standards

Practice makes perfect

- Voice Check
- Telephone Standards Assessments Tools (TAT)
- Role-play and Coaching

Training Methods

- Lectures
- Role-play and Coaching
- Group Discussions

Unique Benefits

- Participant will gain a different outlook towards handling the telephone after this training. The emphasis in this course is 50% on attitude and 30% technique and 20% standards.
- Guided coaching and practices during training sessions.

ServiceWorks

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You may register by downloading the registration form and send it to us through:

- 1) Email
- 2) Mail
- 3) Phone
- 4) Fax