



TWO-DAY SKILLS PROGRAMME ON:
Front Desk Operations & Telephone Skills

Accredited with Service Seta - Aligned to -US14348 & US14338-NQF LEVEL 2, 5 CREDITS

COURSE OBJECTIVES:

This front line/desk operations and telephone skills programme will equip you with the necessary ability to project a professional image, and will generate customer satisfaction at all times. The programme will improve communication skills and improve confidence. This course is aimed at all staff that needs to communicate in a confident, efficient and friendly manner on the telephone. It is ideal for those who have frequent contact with customers and is suited to those on switchboard or reception, in customer service, call centres and help desks. The programme contains many examples, scenarios, bad conversations and exercises to help learners quickly understand these concepts.

COURSE CONTENT: In This Highly Practical Skills Programme Learners Will Learn:

How to Serve People on the Phone?

- ✓ What callers want?
- ✓ What do you want?
- ✓ What people don't like about phone conversations?

How to Establish Rapport?

- ✓ How to connect to callers emotionally?
- ✓ How to control your tone of voice?
- ✓ How to be emotionally skilled?

How to Obtain Information?

- ✓ How to ask efficient questions to get maximum amount of information?
- ✓ How to minimise misunderstandings?
- ✓ How to ask probing questions?

How to Provide Information?

- ✓ How to present data or guidelines so a customer can easily follow and understand?
- ✓ What not to do when providing information?

How to Listen?

- ✓ How to exploit the power of listening skills?
- ✓ What callers want and how to show that you understand their requests?

How to Hold Telephone Conversations?

- ✓ What are common situations you need to handle when on the phone?
- ✓ How to open phone conversations?
- ✓ How to answer phones?
- ✓ How to close a phone conversation?
- ✓ How to put on hold?
- ✓ How to transfer?
- ✓ How to pick up someone else's phone?

How to Control Your Tone and Your Content?

- ✓ How to structure your sentences?
- ✓ How to get around the lack of body language signals?
- ✓ How to talk with an appropriate rate of speech?

How to Deal with Common Scenarios?

- ✓ How to respond to angry, demanding or other types of callers?
- ✓ What strategies can you use when you encounter difficult situations?



COURSE OUTCOMES: After completing this programme, learners will be able to:

- ✓ Employ effective telephone etiquette;
- ✓ Answering the telephone according to organizational standards;
- ✓ Processing incoming and outgoing calls according to organizational standards;
- ✓ Greeting clients in a professional way;
- ✓ Attending to a customer enquiries of a semi-routine and predictable nature;
- ✓ Generating know solutions to a defined range of customer problems and queries;
- ✓ Recognise the importance of the telephone as a public relations "tool" when it is used properly;
- ✓ Use it as the first link with the world outside a company;
- ✓ Recognise the importance of a well-spoken voice;
- ✓ To deal with all types of personalities on the telephone;
- ✓ Be aware of the importance of customer service;
- ✓ Understand the importance of a professional image regarding the telephone:
 - ✓ Effective vocal usage, flexibility and clarity; Resonance and articulation; Listening techniques, active vs. passive listening; Reactive vs. proactive language;
 - ✓ Answering the telephone, screening calls and taking of messages;
 - ✓ Verbal impactors, getting the right information to personalise the interaction acknowledgement of customer's needs;
- ✓ Critical service dimensions, assisting the customer efficiently;
- ✓ Customer psychology and Becoming customer centred, mediocre, zero or serious effort;
- ✓ Poor versus good customer service over the phone and Handling irate clients.