

5 Little Words

Customer Service By Telephone

'How can I help you'

These are the five most important words that should greet all callers. But, in reality, many companies are still consistently missing out on the opportunity to create an excellent first impression when it comes to incoming calls.

This course teaches delegates the key skills that will enable them to stay in control and add value to each and every call they take.

Recommended For:

Staff members who receive and make calls to customers both established, new and potential customers.

Objective

Delegates will learn a range of techniques and strategies to support them in delivering a second-to-none level of customer service over the phone that leaves callers with an excellent impression of the company.

Learning Outcomes

By the end of the training delegates will:

- Understand the importance of a customer's 'lifetime value'
- Enjoy increased confidence in dealing with all types of calls
- Be able to confidently manage and convert difficult callers
- Know how to maintain control of calls through the 'questioning technique'
- Expertly secure customer confidence by using positive terminology
- Understand what excellent customer service means from the customer's perspective
- Be able to leave callers with an excellent first impression
- Learn how to be proactive on all calls