

Reception Telephone

Duration

2 days

Public

Every person in phone contact with customers, suppliers, even occasionally

Objectives

- Learn to manage all incoming telephone communications in a professional way, with clarity, efficiency, and friendliness
- Improve the company's image towards the outside world
- Develop a sense of customer service
- Define the attitudes and behaviour to be developed in order to build a sound relationship with the clientele
- Master the techniques that are specific to telephone communication
- Manage and overcome difficult situations efficiently

Program

- What is the active image of a company ?
 - Which is the image that your company wants to portray towards the outside world ?
 - What is the difference between external and active images ?
 - The vital role of personnel that has contact with the clientele
- How to improve the quality of telephone receptions
 - Which are the expectations of our clients
 - Analysis of our strengths and weaknesses
 - Which attitudes and behaviour should we adopt and develop
 - How to establish sound customer relationships by telephone
 - How to show warmth and friendliness, and how to truly take charge of a client
- The principal rules to observe in order to guarantee an efficient welcome and to deliver a quality of service that makes a true difference to our clientele

- Efficient handling of incoming telephone communications
 - Introducing one's company
 - Introducing oneself
 - Identifying the other person
 - Quick comprehension of the purpose of the call
 - Taking efficient note of messages, orders and information requests
 - Organising call waiting
- The art of telephone communication
 - The mechanism of communication
 - Principal obstacles to sound communication
 - Articulation, rythm and intonation
 - Active listening
 - The art of asking the right questions
 - Checking the clients' comprehension
 - Key-phrases/words to avoid
 - The 10 golden rules for efficient telephone communication
- Managing difficult situations
 - Managing emotional reactions efficiently
 - Handling complaints
- Summary and conclusion

Methodology

Alternation of inductive or deductive steps according to the concepts that are to be exposed. Participative and interactive method, leaving a privileged place for discussion and the opportunity to test concretely different behaviours to reach the objective.