



Projecting Professionalism on the Phone

Duration: Two day

Time: 9am – 4pm

For: Service Providers and their Supervisors

PROGRAM OBJECTIVES

At the end of this workshop, participants will go back to work with an enhanced understanding of the strategies for delivering great customer service to customers over the phone.

METHODOLOGY

Workshop consists of lecture/discussions, visual aids, individual and group activities.

CONTENT DOMAIN

The Telephone and Organizational Success

- ✚ The triple win
- ✚ The telephone as one of the two front doors at your organization
- ✚ The importance of telephone customer service professionals

Identifying the significant touch points in an over-the-phone interaction and the standards to embrace

- ✚ The Greeting Phase
- ✚ The Serving Phase
- ✚ The Goodbye Phase

Developing professional courtesy

- ✚ Building rapport with customers
- ✚ Developing the habit of smiling
- ✚ Treating customers the way you want to be treated

Strategies for building conversational skills

- ✚ Vocal communication
- ✚ Mastering the art of listening

Guidelines for a more effective verbal communication with clients

Guidelines for moving from small talk to a substantive discussion

Techniques for dealing with different caller types

- ✚ Assertive/demanding caller
- ✚ Angry caller
- ✚ Passive caller
- ✚ Talkative caller

Critical importance of teamwork

Service quality dimensions- Reliability, Responsiveness, Assurance, Tangibles, Empathy

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