



The KZN Chamber of PIFSA

Presents

Telephone Technique and Front Office Skills

COURSE OBJECTIVES:

The objective of this course is to ensure that staff members who deal with the company's clients, suppliers and other callers are equipped with the knowledge and skills to deal with the situations as they present themselves. These include controlling and guiding the outcome of calls to ensure the desired outcome, dealing with difficult callers and promoting the company's image.

More than half of all business is initiated and/or takes place over the telephone. Customers and their business are won or lost by the way they are treated over the telephone.

WHO SHOULD ATTEND THIS COURSE:

All staff members who use the telephone during the course of their work including Telesales Staff, Switchboard Operators, Clerks, Secretarial Staff and Receptionists.

COURSE CONTENTS:

- Company Image
- Communication Skills
- Greeting Callers
- Opening the Call
- Controlling the Call
- Listening Skills
- Dealing with Difficult Callers
- Clarifying Details
- Closing the Call
- Role Play Exercises
- Maintaining the Front Office
- Customer Service
- Appearance

DURATION:

Duration : 1 day - refer to national calendar for dates
Times : 08:30 – 16:30

COST PER DELEGATE:

Please contact the KZN chamber for pricing
The course includes a Light lunch, tea, coffee and Course notes
A minimum of (x8) delegates are required
This programme is also available to be run on an in-house basis.

VENUE:

KZN Chamber Offices Afriscan Park, 21 Qashana Khuzwayo Road, New Germany.

ENROLMENT:

For any further information please contact Helen Stuart at the KZN Chamber office on 031 7058744 or kzn-chamber@pifsa.org Complete the Enrolment form and fax it to Helen on 031 7054408