

Telephone & Reception Skills

Based on SAQA's Unit Standard 14348 NQF Level 2, 3 Credits

Introduction

The impression you make on the telephone is vital to creating a professional image for your company. Customers expect outstanding customer service, and on the telephone this means not only listening to and understanding others, but also being resourceful, confident and passionate.

Using role-play, this course will enable learners to develop or refresh the techniques and skills to make and take calls effectively including dealing with difficult callers.

Course Objectives

- Use the telephone professionally and efficiently
- Provide excellent customer service - meet and exceed expectations
- Manage complaints and difficult situations successfully
- Listen empathetically and ask the correct questions
- Close a call by summarising the way forward
- Manage your emotional responses when under pressure

Course Outline

Applying effective telephone etiquette

- Creating a great first impression
- Communicating confidently and professionally
- Factors that hinder the communication process
- Handling calls with discretion and confidentiality
- Handling multiple lines and putting callers on hold

Controlling the telephone process confidently

- The importance of answering the telephone promptly
- Making and taking calls – the do's and don'ts
- Handling problems, upset callers and difficult customers
- Acquiring relevant caller information during the initial interaction
- Redirecting calls
- Screening calls

- Taking the perfect message
- Making calls to outside clients and suppliers

Your most powerful communication tool – your voice

- Analysing your voice and how you can best use it to project a professional image
- Understanding how a trained voice improves communication, increases confidence and assertiveness and develops spontaneity
- Encouraging improved communication through modulation and articulation to develop a dynamic and flexible voice