



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

This programme is Unit Standard aligned and will give individuals knowledge and practical skills for processing telephone calls more professionally and efficiently, and attending to customers in a polite and welcoming manner.

It covers telephone etiquette, answering telephone calls according to organisational standards with discretion and confidentiality, screening calls, listening and taking messages.

There is a strong focus on offering customer service and attending to customer requirements, both telephonically and face-to-face. Communication skills like clarifying information, asking questions, handling unusual queries, responding appropriately, and giving feedback are underpinned by behaving professionally and ethically in a variety of workplace situations.

Target Audience

The course is aimed at executive secretaries, receptionists, personal assistants, telephone and switchboard operators, administrators and customer service assistants.

Any individual receiving visitors and answering telephone calls, in different types of organisation, will benefit from the programme.

Entry Requirements

- Communication Literacy at NQF Level 1.
- Mathematical Literacy at NQF Level 1.
- Hold a GETC or equivalent qualification.

Additional Requirements

- Access to workplace activities.
- Access to a workplace mentor.
- Access to a PC, software and the internet where online learning is required.

Customer Service

Telephone Skills

SERVICES SETA Statement of Results

SAQA ID: 14348 & 14338 & 14359

NQF Level: Level 2

Credits: 10

Course Delivery & Assessment

We use inclass, virtual class and blended interactive facilitated training sessions, workplace learning, theoretical assessment and practical workplace observation to embed skills.

You will need to:

- Attend all sessions.
- Complete practical workplace experiential learning and assignments.
- Demonstrate theoretical and practical understanding of programme content.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your Statement of Results, Telephone Skills, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the programme, you will be able to:

- Apply effective telephone etiquette.
- Answer the telephone according to organisational standards.
- Process incoming calls according to organisational standards.
- Process outgoing calls according to organisational standards.
- Greet clients politely and professionally.
- Attend to customer enquiries of a semi-routine and predictable nature.
- Generate known solutions to a defined range of customer problems and queries.
- Behave appropriately in a business environment.
- Interpret body language in the workplace.
- Meet people in a business setting.
- Apply business ethics in the workplace.





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Course Content

Telephone Skills

Accreditation Body: SERVICES SETA

SAQA ID: 14348	NQF Level: 2	Credits : 3
SAQA ID: 14338	NQF Level: 2	Credits : 2
SAQA ID: 14359	NQF Level: 2	Credits : 5

Module 1: Process Incoming and Outgoing Telephone Calls

- Employ effective telephone etiquette
- Answer the telephone according to organisational standards
- Process incoming calls according to organisational standards
- Process outgoing calls in accordance with organisational requirements

Module 2: Attend to Customer Enquiries in an Office Setting

- Greet a customer and identify his or her need or problem
- Attend to customer telephone, facsimile and electronic requests
- Refer a customer's request
- Respond to a customer face-to-face and on the telephone

Module 3: Behave in a Professional Manner in a Business Environment

- Know how to behave in a business environment
- Interpret body language in a business environment
- Meet people in a business setting
- Demonstrate an understanding of basic business ethics in the business environment

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