



Projecting a Positive Image Over the Phone

It has been estimated that two-thirds of our business today is being done on the telephone yet few people actually enjoy making or receiving calls. What challenges does that present in determining how to best meet the needs of customers? This important seminar focuses on maintaining poise and professionalism on the telephone to ensure that every phone call enhances the image of your organization.

In a global marketplace communication tools are an increasingly vital component of customer service. Quality training is essential. This seminar addresses why customer service is so critical to business survival and how professional phone etiquette plays a key role in not only satisfying the customer's needs but also building positive perceptions about who you are and how you do business. Whether you're in sales, marketing, customer service, accounting, shipping/receiving, etc., the image you project on the phone may be the first or only point of contact for potential customers. The right training can make sure it's positive.

4-hour Session:

- Why excellent customer service is so critical
- How phone exchanges impact the expectations and perceptions of the customer
- The Not-So-Basics of telephone talk
- Formal vs. informal response
- Your telephone personality - voice, tone, inflection
- What your body language says over the telephone
- Finding the need – how do you get to the need?
- Confirmation and clarification

Call today for more information about these exciting programs!
800.577.4293

These sessions also offered in Spanish.