IMSIMBI

TRAINING

UNLEASHING YOUR POTENTIAL










Imsimbi Training proudly presents

Telephone Etiquette - 1 Day

Imsimbi Training is a fully accredited training provider with the Services Seta, number 2147, as well as a Level 1 Contributor BBBEE company and 51% black owned.

SERVICES SETA

This course is accredited by the Services Seta and material covers unit standard 7790 at NQF Level 3 worth 3 credits

julius@imsimbi.co.za - tammy@imsimbi.co.za - margaret@imsimbi.co.za - prince@imsimbi.co.za - gloria@imsimbi.co.za

011 678 2443 WWW.IMSIMBI.CO.ZA

COURSE OBJECTIVES

The course is also appropriate for receptionists and call centre staff. The receptionist's telephone skills are the first impression customers have of your business. Ensure your receptionist or call centre agent creates a professional impression of your company.

COURSE OUTCOMES

After attending this course, delegates will be able to:

- Decide to disclose information or not to in accordance with organisational requirements
- Take and transfer incoming calls, as well as messages in accordance with organisational requirements
- Describe methods for dealing with abusive callers and emergency situations in accordance with organisational requirements

COURSE OUTLINE

- Introduction
- The switchboard versus a private phone
- Your voice
- Your Vocal Presence
- Smile
- Answering calls
- Transfers
- Taking and Leaving Messages
- Distribution of Messages
- Call Holding
- Cell phones
- Ending Calls



- Learning to use the switchboard quickly
- Finding telephone numbers
- Dealing with Unexpected Situations
- Listening Skills
- Dealing with an angry caller
- Transactional Analysis and difficult callers
- Dealing with Abusive People
- Dealing with Telephonic Complaints
- Dealing with Emergency Situations
- Confidential and non-disclosable information
- Managing call centre/ telephone stress
- Model Answer Self-Assessment
- Simulation in Class – Compulsory Assessment

