



Eat the Elephant

'Helping people achieve the objective'

Essential Management Development skills

Telephone Skills and Customer Service

'Turning good morning into good business'

Who is it for ?

This program is designed for people who use the telephone for their day-to-day interaction with customers, suppliers or work colleagues.

What is it about and what will it do ?

Delegates will gain understanding of important telephone techniques along with the key principles of customer service.

Typical Objectives

To help gain the skills and techniques which are the fundamentals of service professionalism, whilst encouraging delegates to take pride in themselves in what they do as a customer service representative

Indicative Outline Content

- Why is customer service important?
- Communicating by telephone
- Telephone Techniques
- Handling awkward callers
- Instant role play
- Your action plans

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