

telephone-based customer service

course description

For companies that have customers in various countries, the telephone is an essential component of their operations. Providing good customer service over the telephone, however, is difficult, because the customer may be thousands of kilometers away in a different time zone with a completely different way of seeing the world. Customer service representatives, therefore, must be sensitive to the myriad of factors that will determine, whether the customer is happy with their service or not.

The objective of this course is to help participants improve their skills in communicating directly with customers over the telephone. The course focuses on the key skills involved in communicating effectively with customers. A full range of situations is covered from initial contact through to handling awkward customers and complaints. Consideration is also given to cultural issues and the handling of relationships with different nationalities. The course is highly interactive and involves numerous exercises and role plays.

learning objectives

By the end of the course, participants will be able to:

- judge the importance of customer service to business success
- make more effective use of the telephone
- understand how customers perceive service
- bring personality and individuality to customer service
- handle complaints and difficult customers effectively
- improve their listening and communication skills
- recover from difficult situations
- understand the impact of cultural differences on customer service

target audience

Anyone who deals with customers over the telephone

duration

1 day for a maximum of 12 participants

REGISTRATION FORM

Form to be completed by training department / line manager

Telephone-based customer services 30 September 2010

I, undersigned

Name	
First name	
Company	
Position	
Telephone	
Fax	
Email	
Billing address	

register the following person/people for the above-mentioned training course :

	Name	First name	Position
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			

I have read and accept the following terms and conditions

Date and signature

Please return this form by fax to +352 22.55.99.99 or +352 22.06.39

Terms and conditions

Fees

The rate for the training course is 400 Euro per person per day. The fee includes all supporting material, lunch and refreshments.

Payment

The course fee must be paid in full on receipt of invoice. An invoice will be dispatched after completion of training.

Cancellation policy

Courses that have been booked may be cancelled up to 10 business days before the scheduled date. If the course is cancelled after that time, it will be subject to a cancellation fee of 50% of the fees due up to 5 business days before the scheduled date and 100% after that time.

fast training reserves the right to delay or cancel training course at any time without liability. In these circumstances, participants will be offered an alternative date.

Contact

For further information, please contact your Coordination Manager:

Telephone: +352 22.55.99.1

Fax: +352 22.55.99.99

Email: info@fasttraining.eu