

Course Overview:

The course provides professional call handling training, teaching participants' telephone techniques and skills to confidently answer calls, as well as how to constructively respond to customer telephone enquiries and handle all types of customer complaints.

Course Objective:

- learn how to deal with customers in order to increase their satisfaction experience well.
- Answer and make telephone calls in a professional manner
- Learn techniques to efficiently respond to all types of customer call
- Build rapport with the customer and satisfy their needs quickly
- Handle a customer's concern or complaint, with empathy and understanding

Course Outline:

Basics of call centers and call center agents

Skills call center agents need to properly interact with customers

The importance of professional telephone skills

Benefits of professional telephone etiquette

Telephone communication challenges

Answering the telephone

- Telephone guidelines when handling a call

- The verbal handshake

- Putting callers on hold, transferring callers

Communication skills to handle enquiries

- Effective listening techniques

- Questioning techniques

- Recording information

- Using positive language and taking ownership of call

- Closing the call

Communicating with all types of customers with different communication styles

Handling customer concerns and objections

Handling customer complaints

Who Should Attend:

It is ideal for call services, customers services or customer support staff who make and answer calls on behalf of their organisation, thereby acting as the first point of contact for their customers and suppliers.

Training Language:

Eng/Ar

Training Methodology:

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Simulation