



## Telephone Techniques

### Aim

The focus of the course is to provide participants with the skills to respond to telephone enquiries for your business, offering a positive customer experience and ensure the follow through achieves the required service for the business and the client.

### Agenda

- Developing a professional style
- Initiating the service approach
- Owning the enquiry to completion
- Ensuring the communication provides a memorable experience
- Using your initiative & intuition even with difficult and rude customers
- Summarising the call and demonstrating your value for the client contact
- Measuring the individual performance
- Action planning for improvement

### Resources

- Workshop book supplied

### Length

1/2 Day Workshop

### Location

First Floor, 186 Hutt Street,  
Adelaide SA, 5000

Or in-house For Staff Development

### Pre-requisites

None

### Class Sizes

10 – 15 per class

### Trainers

Catherine Logue

### Dates

By Appointment



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