

# HANDLING THE FRONTLINE – TELEPHONE SKILLS



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**Overview** The telephone is the frontline of your business. It is the first voice or service a customer receives. This workshop empowers your staff to be ready for the range of enquiries and emotions which they will face each day. Ensuring they can deal with enquiries, complaints and the angry customer while presenting a positive impression can build a solid foundation for your business.

**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 ensuring the follow through achieves the required service for the business and the client.

## Outline

- 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 & rude callers
- Summarising the call and demonstrating your value for the client contact
- Measuring the individual performance
- Action planning for improvement

## *Presented by Judy Fargher*

*Judy is an experienced people manager, working with small and large groups, training them to develop skills in morale, corporate and personal style management. She is a skilled communicator and her training in verbal and written communication ensures all participants experience realistic case studies and work related activities in the training environment. She is qualified with her Certificate IV in Training & Assessment TAE 40110; she holds a Diploma of Teaching and a Diploma of Retail Management.*



**Course enquiries please call Di Casey on 08 8227 0310 or email [di@trainingforlearning.com](mailto:di@trainingforlearning.com)**