

TELEPHONE COURTESY : **THE ROYAL CONNECTION**

Key focus

1. Take and direct any call with confidence and efficiency
2. Prepare for and make any call effectively
3. Determine and achieve the goals set for the call
4. Effectively trouble-shoot any problems arising during the call
5. Adopt appropriate English Language structure and professional usage for this means of communication

Who will benefit

This course is vital for personal assistants of directors and secretaries, telemarketers or executives who liaise on the phone daily. Telephonists are usually the first introduction anyone has to a company and its services. Anyone who works at the front-line of a company using this medium of communication will definitely benefit from this course.

Take The Next Step

Day one

1. Pre-call Preparation

- ▶ Prepare your information
- ▶ Plan what you want to say
- ▶ Send an email

0900-1030

2. Elements Involved in Making Calls

- ▶ Recognizing the telephone
- ▶ Managing work area
- ▶ Preparing the right tools
 - Eg. Pencil, pen, wet ball point pen, ink pen, paper,
 - calculator, calendar, diary / organizer, list,

Morning tea break

1030-1045

- ▶ Mental preparation
 - keep your mind free
 - focus on the call
 - feel positive
 - expect unwanted behaviors
- ▶ Picking up the telephone
 - picking up softly
 - pressing the button

1045-1300

3. Key terms & Greeting Phrases

- ▶ Key Terms
 - Eg. Equipment, people, services, calls, tones
- ▶ Key Phrases
 - Receiving calls
 - Identifying yourself
 - Offering help
 - Identifying the caller
 - Connecting / transferring the line
 - No connection
 - Making apologies
 - Taking message
 - Making calls
 - Identifying yourself
 - Requesting for connection / line transfer

Take The Next Step

- Reason of calling
- Giving messages
- Confirming the messages

Lunch

1300-1400

4. During-Call Processes to Consider

- ▶ Appropriate telephone etiquette
- ▶ Methods of message taking
- ▶ Transferring or putting the call on hold
- ▶ Communicating objective
- ▶ Effective listening techniques

1400-1530

Afternoon tea break

1530-1545

5. Appropriate telephone etiquette

- ▶ Pick up the telephone before the third ring
- ▶ Stay focused
- ▶ Do not do other things
- ▶ Do not entertain other calls
- ▶ Do not entertain other people
- ▶ Do not eat anything

1545-1700

Take The Next Step

Day two

6. Methods of message taking

- ▶ Take down the details of the caller
- ▶ Take down detailed information of the intended recipient
- ▶ Using abbreviations

7. Transferring or putting the call on hold

- ▶ Inform the callers that their calls are being transferred
- ▶ Inform the intended recipient of the call
- ▶ Inform the callers that their calls will be put on hold
- ▶ Offer to take a message

Morning tea break

8. Communicating objective

- ▶ Inform the purpose of the call
- ▶ Organizing contents of the call
- ▶ Checking the content of the call
- ▶ Making decision

9. Effective listening techniques

- ▶ Turn off noisy equipments
- ▶ Do not be disturbed by other noises
- ▶ Focus on the call
- ▶ Overcoming listening obstacles
- ▶ The words spoken were unclear

Lunch

10. Handling complaints

- ▶ Deal with the problem calmly
- ▶ Be professional
- ▶ Explaining the cause of the problem
- ▶ Accepting fault
- ▶ Apologizing about the problem
- ▶ Declining fault

Afternoon tea break

0900-1030

1030-1045

1045-1300

1300-1400

1400-1530

1530-1545

Take The Next Step

11. Closing a Call Effectively

- ▶ Ending with a positive note
 - watch out for the closing signals
 - thank the caller
- ▶ Putting down the telephone
- ▶ Delivering the message

1545-1700

Take The Next Step