



SPARTAN
Allied Services

Deliver Results - Create Value

BUSINESS PHONE ETIQUETTE

Training Course Outline

Program Overview

Today's ultra-competitive market leaves very little space for error in terms of how we manage our customers. The rapidly evolving discipline of customer service has introduced new ideas, strategies, methods and concepts to fuel many an organization's drive for a world-class customer experience. However, sometimes, it pays to get back to the basics: a polite, helpful discussion with your customers can often mean so much more than any groundbreaking psychological techniques when interacting with your client base.

This training course will provide its target audience with the skill set and knowledge required to develop their interpersonal skills while interacting with your customers over the phone with a focus on achieving client satisfaction through a customer centric approach. Our Business Phone Etiquette program will seek to educate its audience on how to effectively and confidently handle calls, build rapport and establish an emotional connection with your end customers to not only fuel a favorable customer experience, but also to potentially open new business opportunities and expand your client base.

Duration

1 day

Learning Objectives

- Understanding the basic concepts of socially-acceptable behavior and interpersonal decorum.
- Learn the fundamentals of communication, as well as their types and channels.
- Adopt a customer-centric mindset and understand the significance of customer satisfaction to your organization.
- Understand the key elements of phone etiquette and how to apply them in your work.
- Incorporate phone functions into your call handling approach.
- Learn the various customer types and construct customized approaches for each.
- Incorporate best practices to complement your customer handling approach and complaints management process.

Program Structure and Outline

- Introduction to Social Etiquette
 - Definition of etiquette
 - Evolution of etiquette in the modern world
- Fundamentals of Communication
 - Communication models, types, channels and barriers
- The Customer Centric Mindset
 - The ASK Model
 - Attitude
 - Skills
 - Knowledge
 - Insight into customer complaints
 - Impact of the customer experience to your organization
 - Net Promoter Score/Voice of the Customer
- Phone Etiquette in Call Handling
 - The principles and challenges of telephone communication
 - Proper phone decorum
 - The cycle of phone transactions
 - Answering the call
 - Using IP and "soft" phone features during the call
 - Closing the call
 - Customer types and call drivers
 - Handling inquiries
 - Handling objections
 - Handling complaints
- Supplementary materials
 - Best practices
 - Solomon's BUBL
 - Complaints Management and Recovery

WHY CHOOSE SAS MANAGEMENT?

WE DELIVER RESULTS

SAS Management, Inc. has consistently proven its capability to deliver and exceed our clients' expectations. We are the only AXELOS Consulting Partner in the Philippines. Our pool of consultants and trainers are seasoned industry veterans who have above-average qualifications and certifications such as Business Management, Process Improvement, and Organizational Development Programs.

WE CREATE VALUE

SAS Management, Inc. believes in ensuring that our services meet the intended needs of our clients. To us, it is more than just providing training and consulting, but rather ensuring that these are the things that our clients really need. This is why SAS Management, Inc. is probably the only training provider that does a thorough needs assessment prior to providing a proposal. Our goal for every proposal is to CREATE VALUE for your organization.

PARTNERS & AFFILIATES



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