

TELEPHONE SKILLS COURSE



**“Smile when picking up the phone.
The caller will hear it in your
voice**”

The way in which a telephone is answered can leave a lasting impression on your clients or customers, either good or bad. Bad impressions will lose customers, good impressions will make the person on the other end feel that his/her call is important to you.

- Developing and mastering effective telephone skills
- Listening skills and professional conduct when using the telephone
- Good language use and voice control
- Preparation for telephone calls
- Taking messages
- Effective marketing skills
- Good customer service
- Conflict handling and dealing with difficult customers
- Professional dress code

The person who answers the telephone of a business therefore has a very important task, as he/she can lose or win customers in a very short time.

Venue:

Capricorn FET College, Polokwane Campus, Die Meer Str

Date and Time:

Friday 28 May at 12h00

Cost: Members —

R970 per person excl VAT

Non-members —

R1070 per person excl VAT

Lecture notes and refreshments are included.
Certificates will be issued by the Polokwane Chamber of
Business

All Training is SITA accredited

PRESENTED BY POLOKWANE CHAMBER OF BUSINESS TRAINING COLLEGE