

Professional Telephone Skills

Half Day Course

Rating: ★★★★★ 4.8/5



Module 1:

Telephone Manner: Accurate & Personable

Learning Outcomes

- Improve attention to detail and the accuracy of information gathered.
- Build personal connections with callers.
- Utilise 'dead-time' during conversations to create a more seamless experience.

Service Methodologies

- Clarification of Important Customer Details
- Personable Communication Techniques
- Making the Most of Silent Periods During Conversations

Module 2:

Call Structure: Engaging & Timely

Learning Outcomes

- Improve the structure and timeliness of how calls are handled.
- Create a welcoming and professional first impression.
- Ensure all questions have been answered before ending calls.

Service Methodologies

- Professional Telephone Greeting
- Closing Calls Professionally
- Effective Call Structure

Location & Delivery Style

4th Floor
One Great Cumberland Place
London
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Hamilton Mercer's training sessions are
Friendly, Highly Engaging and Humorous.



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