

Telephone Courtesy and Excellence - (2 Days)

Unit Standards 14348 NQF level-2, 3-credits

Course Outcomes

This course will enable you to: Process incoming and outgoing telephone calls

Course Outline

- I. The importance of telephone in your organization
- II. Diagram of a quality conscious company
- III. Effective listening skills
- IV. Using questions when fact finding
- V. Making the outbound service call
- VI. Managing your voice message system, telephone messages and customer callback
- VII. Managing different callers behaviours
- VIII. Employ effective telephone etiquette
- IX. Answer telephone according to organisational standards
- X. Process incoming calls according to organisational standards Methods and techniques for processing incoming and outgoing telephone calls.
- XI. An understanding of the organisation's telephone system.
- XII. Telephone etiquette principles, methods and techniques.
- XIII. The organisations operational standards for handling and processing callers on the telephone.
- XIV. The organisations standard operating procedures for handling incoming and outgoing calls.