

telephone today

description

A one day programme to introduce the Advanced Training telephone concepts

who should attend

- those wishing to explore our telephone concepts
- staff needing telephone training
- receptionists
- customer services personnel.

features

Incoming and outgoing calls handled in depth

Enquiries/Queries

- creating the right impression
- proven sequence for answering the telephone
- powerful communication techniques
- how to sell an idea
- building confidence.

Getting clients enthusiastic about products/services

Preparation - the Key

- planning the day/preparing each call
- getting past screens
- making appointments for sales visits
- establishing decision makers.

Complaints

- diffusing 'Mr Angry'
- ensuring competitors can't 'cash in'
- turning complaints into orders
- getting further business from satisfied customers.

Orders

- closing the sale
- ensuring correct orders are taken
- introducing promotions
- upgrading the incoming order
- reducing discounts
- overcoming objections
- knowing when and how to ask for business
- confirming sales details.

format

- one day programme
- mainly lecture
- participation encouraged.

benefits

- basic grounding in telephone techniques
- improved company image from first impression
- detailed knowledge on how to handle customers.

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For more details of our courses

call us direct on 01235 770791
or fax us on 01235 766701
visit our web site at www.a-t.co.uk
Email us at training@a-t.co.uk