

telephone today

description	A one day programme to introduce the main telephone concepts
who should attend	<ul style="list-style-type: none"> • those wishing to explore our telephone concepts • staff needing telephone training • receptionists • customer services personnel.
features	<p>Incoming and outgoing calls handled in depth</p> <p>Enquiries/Queries</p> <ul style="list-style-type: none"> - creating the right impression - proven sequence for answering the telephone - powerful communication techniques - how to sell an idea - building confidence. <p>Getting clients enthusiastic about products/services</p> <p>Preparation - the Key</p> <ul style="list-style-type: none"> - planning the day/preparing each call - getting past screens - making appointments for sales visits - establishing decision makers. <p>Complaints</p> <ul style="list-style-type: none"> - diffusing 'Mr Angry' - ensuring competitors can't 'cash in' - turning complaints into orders - getting further business from satisfied customers. <p>Orders</p> <ul style="list-style-type: none"> - 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	<ul style="list-style-type: none"> • one day programme • mainly lecture • participation encouraged.
benefits	<ul style="list-style-type: none"> • 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 consultancy and training support

call us direct on 01788 572 200
 or fax us on 0560 3414 068
 visit our web site at www.catllp.com
 Email us at enquiries@catllp.com