

## Course information

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### Introduction

More and more companies use the telephone as a quick and convenient way to establish customer contacts. It is thus essential that employees represent their organisation in a professional and friendly way on the telephone. Make good telephone skills a standard in your organisation with this practical course on the basics of handling the telephone and how to prevent losing customers through poor telephone etiquette.

Every customer calling your organisation should receive positive and seamless service that is professional, efficient and responsive. Through the use of role play and proven interactive techniques, this course will help individuals reap the benefits of good business etiquette and telephone service.

### Unit standards

The content of this course is aligned to unit standard 7790 *Process incoming and outgoing telephone calls*.

### Course content

During this course, the topics covered include:

- Understanding the power of the phone and how to use its influence
- Using correct telephone etiquette and handling telephone enquiries
- Putting your customer at ease
- Making decisions and acting accordingly

### TIDASA is...

- A training company committed to enabling and empowering individual learners to make positive contributions to their organisations
- A provider of both customised and generic training
- Dedicated to excellence in training and instructional design
- Provisionally accredited by Umalusi, Council for Quality Assurance in General and Further Education and Training (Provisional accreditation number: FET 00474 PA)

**For more information or to book your place contact Helga van Wyk on 012 682 8500 or email [info@tidasa.co.za](mailto:info@tidasa.co.za)**