



“PROFESSIONAL TELEPHONE MANAGEMENT” (2+ HOURS)

Does your business or organisation experience any of these?

- Customers trying to ring through but often getting an 'engaged' signal?
- Team members who avoid answering the telephone?
- The phone ringing for ages or not being answered at all if team members are busy with other tasks?
- Team members who block the lines with personal calls or disappear to answer their mobile phone?
- Calls being put through to managers and supervisors when they could have been handled by the team member who answered the phone?
- Unprofessional answering, screening, transferring or putting calls on hold?
- Mishandling of customers who answer mobile phones whilst being served?
- Team members who leave their work station without informing colleagues or redirecting incoming calls?
- Telephone messages being incomplete, lost or not delivered?

Would you like a cost-effective solution to these problems?

"Professional Telephone Management" educates and empowers team members to attain “best practice” standards in all aspects of customer service relating to the use of the telephone in the business or organisation.

Topics include:

- Keeping the lines clear for customers
- Answering the phone (how soon and what to say)
- Converting a telephone inquiry into a sale
- Handling telephone calls whilst serving a customer
- Handling customers who take a mobile phone call when being served
- Putting callers on hold
- Transferring calls
- Screening calls
- Taking and delivering messages

The program comes with a printed workbook and includes an evaluation by participants of these aspects within their workplace and the writing of an action plan to address those areas that need improvement or change.

In addition to this excellent training program AustraliaWide now offers a very effective **Telephone Mystery Caller** service where our caller rings your business or numbers within your business each month and reports on their findings. This service is proving to be a valuable tool for our clients in improving this important aspect of customer service.