



Telephone Etiquette and Frontline Reception Skills

Quality Training Course brought to you by CBM Training, a SETA accredited training company, in association with the **RMI**

Cost:
R 895 excl VAT

Duration:
1 Day

Dates:
14 Mar 2016 – CT
7 Apr 2016 – PTA
5 May 2016 – JHB
14 June 2016 – DBN

Part of the NEW

A friendly and professional receptionist immediately creates a fantastic first impression in the customer's mind. Just from that first contact, their impression of your organisation is one of being efficient, customer service oriented and professional.

Key learning areas covered during this workshop include:

- Creating the best first impression over the phone
- Developing your professional telephone voice
- Analysing your current telephone style to identify and eliminate any habits that may irritate or annoy
- Handling multiple calls and dealing with impatient people without becoming stressed or intolerant
- Delivering great customer service over the phone
- Terminating "chatty" callers without being rude
- Applying practical tips that really help when putting callers on hold or screening calls for a manager
- Methods for ending a conversation with courtesy
- Professional dress, image and face to face contact

Pit-stop Series of
affordable 1 day
workshops



Booking details

- If you would like to book or would like more information, please Contact Candice at CBM Training on 011 454 5505 or candice@cbm-training.co.za.
- Download the CBM registration form to book, click [here](#)
- For more information on the course, click [here](#)
- If you have 15 or more delegates we can offer you an onsite training session where we can come to you.
- Please contact Jenine at CBM Training on 011 454 5505 or jenine@cbm-training.co.za for more information.