



## Call Center-1 day

### Prerequisites

**None – Minimum of 4 delegates must be booked on this course to progress.**

### **Telephone service fundamentals**

- Good telephone service
- Discussing the benefits of good telephone service
- Discussing the guidelines for good telephone service
- Attitude and interpersonal skills
- Maintaining a positive attitude
- Using your voice effectively
- Greeting customers
- Identifying types of customers
- Greeting a customer

### **Effective call handling**

- Identifying customer needs
- Questioning the caller
- Listening to the caller
- Discussing guidelines for active listening
- Confirming a caller's request
- Fulfilling a customer's request
- Handling difficult calls

### **MS Excel**

- Fundamentals of Excel