



# Service Essentials™ for the Telephone!

*Set the tone, Manage the Call, Solve the Problem and Delight your Customers!*  
Help your staff make a winning first impression and maintain positive relationships. Instill in them the fundamental skills of excellent telephone courtesy. This program is ideal for anyone in your organization answering the phone.

## Topics Include:

- Creating a service attitude before answering the phone.
- Practicing a customer friendly tone of voice.
- Managing the call process.
- Putting the caller on hold.
- Transferring the call.
- Taking messages.

## What RESULTS can you expect from Service Essentials™ for the Telephone?

- The first impression your customers receive will instill confidence and keep them coming back.
- Company image represents the highest service standards.
- Positive word of mouth about your service increases sales.

## Service Essentials™ for the Telephone can be trained by someone in your organization:

The Service Essentials™ Trainer's Kit includes all tools and information to train the program in-house. The Trainer's Kit includes:

- Facilitator's Guide – including a step-by-step script for the novice trainer, check list, and trainer's tips to ensure a successful learning experience
- Transparency masters, Participant Manual, Essential Practices Card

## Why use Service Essentials™ for the Telephone for your customer service training needs?

### Energizing

- Participant's interaction and real world experiences are built into the learning process. Service Essentials™ for Telephone is an enjoyable experience resulting in a renewed focus on telephone courtesy.

### Cost Effective

- Train-the-trainer option for delivery.
- Licensing agreement materials for large groups.

### Easy to schedule training

- Efficient half-day program.

### Customizable

- Case studies may be customized to demonstrate service issues directly related to your business.

### Behavior Based

- Individual assessment and action plans included for improvement in every essential customer service practice.

### Reinforcement

- Essential Practices Card – a summary card of critical skills to be kept handy by each employee in the work place.
- Personal development plans may be built into your performance management system.

*For more information please contact:*

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