

How may I help you?

These are the five most important words that should greet all your incoming callers.

In reality, many companies are still missing out on the opportunity to create an excellent first impression through appropriate responses to incoming calls.

As competition for new and repeat business becomes even fiercer, it's the excellence of that first impression that will set you apart from your competition; 'good' first impressions are just no longer good enough. Your business is being judged on how both your incoming and outgoing calls are handled.

Attending delegates will learn key skills which will enable them to control and add value to each and every incoming and outgoing call. The 5 LITTLE WORDS course will focus on ensuring the experience your inbound caller receives when telephoning your business is a positive and memorable one designed to motivate them into calling back time and time again.

By the end of the programme delegates will:

- Demonstrate what 'good' looks and sounds like on a telephone call.
- Gain an understanding of the importance of a customer's 'lifetime value'.
- Have increased confidence in dealing with all types of callers.
- Confidently manage and convert difficult callers.
- Maintain control of the call by using the right type of questions.
- Secure customer confidence by using positive rather than negative terminology.
- Sound confident, even if you don't know the answer to a customer question.
- Understand excellent customer service, but from the customer's perspective.
- Leave callers with an 'excellent' impression of your company.
- Be proactive on all calls.

Features

- This course is company specific and can be tailored.
- Our telephone lab is used to help embed what has been learned.
- Delivery both virtually and in person



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Background of Trainer

- An established Telephone Skills and Sales Trainer and coach for over 25 years in business to business and niche sectors
- Her specialist areas are: Sales, Customer Service and Employer Engagement
- Delivers training both virtually and in person throughout the UK
- Member of associations that include: Institute of Customer Service, Institute of Sales Professionals, BASE, Institute of Student Employers, Learning Performance Institute

Past and Present Clients include: Yankee Candles, Slimming World, Scope, Tri Star Packaging, Howarth Building Supplies, Plumbase, British Business Bank, Babington, Bon Bons, Canary Wharf Group Nottingham Trent University to name a few.

Format: All courses can be delivered as a customised company programme.



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