

YOUR COMPANY FACE

is seen via the phone

Create the right impressions and sustain them. Understand and apply telephone etiquette to enhance the image of yourself and your organization. This program will reinforce this importance



The telephone remains an important means via which people contact your organization. It's a fact that first impressions count and missed or mis-handled calls can lose you customer confidence, loyalty and ultimately, revenue. The receptionist represents the initial point of contact with the outside world, and as such is in a powerful position to enhance the way the company is perceived.

EFFECTIVE CALL HANDLING - Front Desk / Call Center

INTRODUCTION

Communicating effectively on the telephone is a unique skill. First impressions can make a difference to your customers and therefore your business. Effective call handling skills improves your customer experience, cash flow, sales figures, creates opportunities and minimises complaints, call waiting times and customer frustrations. Calls that are handled professionally can save cost & time by creating positive experience for the caller - *The feel "being taken care of" without even being physically present there.* Companies that can provide this feeling are able to build better customer relationships for long term and enjoy the benefits that come with it. Poor handling of calls via telephone can lead to low expectations of the product or service being offered by the company.

COURSE CONTENTS

- 1. Understanding Expectations**
 - Communication & Perceptions
 - Cost of Failures
 - Clarifying Roles & Objectives of Call handler
 - Callers Objectives
 - Callers Common complaints
- 2. Managing Your Moods & Space**
 - Mental Preparations
 - Telephone Areas
- 3. Managing Expectations - Creating Impressions**
 - Building Rapport & Projecting Credibility
 - Using your Voice Professionally
 - Positive Vocabulary / Choice of Words
 - Questioning Techniques
 - Listening Skills : Understand before being understood
- 4. Guidelines in Handling Calls Professionally**
 - Receiving Incoming calls
 - Screening calls
 - Making outgoing calls
 - Transferring Calls
 - Placing calls on Hold
 - Challenging Calls / Difficult Caller / Complaints
 - Ending Prolonged calls
 - Tackling Interruptions
 - Taking Messages

February

2012

20 February 2012 (Mon) TIME 9am - 5pm VENUE Eastin Hotel, Petaling Jaya

OBJECTIVES

At the end of the course participants shall be able to

- Handle opening and closing calls clearly and Professionally
- Mentally prepared & Focused in handling calls
- Use effective questioning to understand callers expectations
- Understand when to listen & when to speak
- Create good first impressions & build rapport with Caller
- Have a standard format for consistency and professionalism over the phone
- Transmit confident in dealing with a wide variety of telephone calls

WHO SHOULD ATTEND?

Front Desk Officer, Customer Service Personnel, Receptionist, Secretaries, Telemarketers, Telephone Operators, Clerks, Supervisors, Officers and all those who need to communicate with others in their daily work via telephone.

METHODOLOGY

An interactive and practical approach incorporating group discussions/exercises, presentations and role plays.

TRAINER'S PROFILE

Vanaja Sangarajoo

- LLB (Hons), University Of London.
- MBA (International Management), Asia Pacific International Institute New Zealand.
- Certificate In Strategic HR Transformation & Organisation Development - Pennsylvania State University
- Certification In Training (TTT/2776) - Pembangunan Sumber Manusia Berhad

Vanaja has over 18 years of working experience in various industries ranging from Education, Telecommunication, Property Development and Construction. She assumed positions as Head of Customer Quality Control, Head of Business Architecture, Head of Human Resource Development, Head of Organisation Development and also as a Lecturer.

Some of the portfolios that she has undertaken during her tenure in the various organisations includes :- Writing policies & procedures, Setting up departments, Implementing Human Resources initiatives, Conducting customer satisfaction surveys, Organisation health assessments, Establishing Company driven goals & objectives, Implementing Quality initiatives, Complaints/Grievance Management, Recruitment & Selection, Learning & Growth initiatives, Standardization of methods and practices, Induction Programs, Creating and implementing Change Management plans that minimize employee resistance and maximize employee engagement.

She strongly believes in People Management Practices and Learning & Growth principle as being one of the key elements for organisations to succeed. She has acted as change agent, with a flair for spotting, analyzing problems and opportunities to guide top management in their efforts to transform and change the culture in the organisation.

Her area of expertise is to train & develop the company's internal capacity through its people to most efficiently and effectively sustain itself over the long term as well as developing & implementing organisational transformation strategy intended to change the beliefs, attitudes, values and structure of organizations so that they can better adapt to new challenges.

[Register Online](#)

[Download Registration Form](#)

COURSE FEES

RM 680.00 per person for 2 days
Includes Lunch, Tea-Breaks,
Course Notes and
Certificate of Completion



ORGANISER / CONTACT PERSON

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