

TELEPHONE ETIQUETTE



A 2-days intensive course by
Akashdip Singh

... drawing from his vast experience in dealing with customers and managing customer relationships.

With more than 13 years corporate experience, combined with his international exposure, Akash brings valuable insights to the training room.

Who will Benefit?

- ✓ Management Staff (All Levels)
- ✓ Customer Care, Sales Staff
- ✓ Personal Assistants, Executives
- ✓ Technical and Non-Technical Staff
- ✓ All those who deal with internal and external customers over the telephone.

**You only get ONE chance to make a FIRST IMPRESSION!
Telephone etiquette ... Customer Service Begins here**

This is an interactive workshop with numerous group activities and discussions.

Upon completion of the program, participants will be able to

- ✓ Apply the skills & techniques towards handling telephone calls in a professional manner.
- ✓ Adjust communication style over the telephone to suit individual customers styles.
- ✓ Prepare themselves before making a telephone call to reduce call handling time.
- ✓ Build effective relationships with their customers during telephone calls.
- ✓ Learn how to handle difficult customers over the telephone.
- ✓ Deal with calls quickly and tactfully.
- ✓ Take messages effectively.



For more information, please contact

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HRD Approved "Class A" Training Provider (since Year 2002). Registered with Ministry of Finance.

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Trainer's Background

Akashdip Singh, has more than 13 years of corporate experience and involved in the Training and Development field for more than 10 years. This gave him a special edge to share his knowledge in the areas of Motivation, Management and HR related topics, Presentation Skills, Team Building, Goal Setting, Customer Service, Customer Relationships, Supervisory Skills and issues related to People Skills.

Akash graduated with a Bachelor of Mechanical Engineering (Hons) Degree from University Technology of Malaysia (UTM); which meets the current academic requirement for standing as a Professional Engineer in Australia.

He started his career as an Engineer with Maxis Communications and later on, moved into managerial position. His last held position was as a Project Manager with YTL. He did his internship with Tenaga Nasional Berhad and Rothmans of Pall Mall. He has sound knowledge and rich experience in the Telecommunications, Energy and Manufacturing field.

One of Akash's main job responsibilities in his corporate capacity was to ensure customer satisfaction is not only met, but exceeded. He has vast experience in dealing with internal and external customers and managing customer relationships. Utilizing on his sound technical and people skills, Akash was assigned a key role as the coordinator between the technical and non-technical departments.

His passion lies in developing people by sharing his experience and exposing them to a variety of corporate games, then relates the learning to their work and life. Participants become self-motivated and more productive in their daily job functions. As a result, this benefits the companies they work for, in terms of output and profitability. Akash makes trainings extremely lively, full of zest and just simply creates magic in his sessions.

More than 10,000 executives have benefited from Akash's trainings / speeches. Some of his corporate clients include

- ✓ ALSTOM
- ✓ Intercontinental Specialty Fats Sdn Bhd
- ✓ Malakoff Sdn Bhd
- ✓ Malaysian Assurance Alliance (MAA) Bhd
- ✓ Maxis Communications

Akashdip has vast experience conducting trainings in Malaysia, United Kingdom, Australia, Singapore, Indonesia, India, Philippines, Thailand, Uganda, Kenya, South Africa and Zambia. He speaks fluent English and Bahasa Malaysia.



Topics to Be Covered

Ice Breaking and Overview

Telephone Etiquette – The Beginning

- ⇒ Understanding The Telephone
- ⇒ Creating A Virtual Bridge
- ⇒ Difference Between Telephone and Face-to-face conversation
- ⇒ Making Telephone Calls

Communication Over The Telephone

- ⇒ Key Elements of Communication
- ⇒ Effective Listening Skills

The Correct Way To Answer The Telephone

- ⇒ Answering The Telephone
- ⇒ Positive Attitude and Excitement When Answering
- ⇒ Phone Greetings
- ⇒ Proper Pitch and Tone and Voice
- ⇒ Basic Good Manner To Answer Telephone

Handling The Telephone

- ⇒ Respecting The Caller's Time
- ⇒ Placing Callers on Hold
- ⇒ Transferring Calls
- ⇒ Taking Messages
- ⇒ Ending The Call

Dealing With Difficult Customers

- ⇒ Managing Difficult Customers
- ⇒ Looking from the Customer's Perspective
- ⇒ Efficient Customer Service