

## Excellent Frontline Customer Service

### Course Overview

**FOR:** Customer service personnel, Receptionists and people whose job involves a high level of customer contact on the telephone.

#### **COURSE OBJECTIVES:**

To create understanding of how vital your role is in projecting a professional, business-friendly image of yourself and the organisation you work for. The course covers the key skills needed to deal with callers on the phone and visitors face-to-face, in a professional manner.

#### **CONTENT:**

**First Impressions** - understand the impact of impressions and perceptions and why it is vital to project a professional, business-friendly image consistently.

**Frontline Responsibilities** - greeting and screening visitors, the Reception environment, being pro-active and having a business-friendly mindset.

**Telephone Techniques** - answering professionally, screening and directing calls, taking complete messages, transferring calls and being multi-culturally sensitive when dealing with callers for whom English is a second language.

**Attitude** - using initiative, being willing to accept responsibility, having a can-do attitude when dealing with internal and external customers.

**Customer Focus** - building rapport, establishing needs, effective listening skills, being pro-active, following up.

**Vocal Impact** - positive wording, effective use of voice, what to say, how to say it - tone, pace, pitch, slash-the-slang, voice improvement exercises.

**Remain Professional Under Pressure** - prioritising, controlling the call, handling complaints and dealing with difficult people.

**Personal Image** - guidelines on business dress and grooming.

**Course is 1 day** – start 9am, finish 4pm

**Fee:** \$495+GST per person

#### **Course dates for Auckland:**

26 November 2009, 11 February, 20 April, 19 August, 14 October, 7 December 2010

- **This course is limited to 10 participants. Early registration is vital.**

**We can present this course in-house for you and tailor the content to meet your learning & development objectives.**

## PRELIMINARY BOOKING FORM

**Print this form, complete it and authorise where indicated. Please write clearly.**  
Then return to us by fax to: (+64 9) 360 2180 or email to [admin@innovativetraining.co.nz](mailto:admin@innovativetraining.co.nz)

Name of Attendee: \_\_\_\_\_ Position: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Company/Organisation: \_\_\_\_\_

Postal Address: \_\_\_\_\_

**Please tick which course you would like to attend or your staff member to attend:**

- |   |   |
|---|---|
| <input type="checkbox"/> Developing the Leader in You                     | <input type="checkbox"/> Handling Stress and Coping with Pressure     |
| <input type="checkbox"/> Time Management for Managers                     | <input type="checkbox"/> Dealing with Difficult People and Situations |
| <input type="checkbox"/> Business Writing                                 | <input type="checkbox"/> The Exceptional Secretary                    |
| <input type="checkbox"/> Presentation Skills - Fundamentals of Presenting | <input type="checkbox"/> The Indispensable Personal Assistant         |
| <input type="checkbox"/> Presentation Skills - Dynamic Presentations      | <input type="checkbox"/> Excellent Frontline Customer Service         |

Course Date: \_\_\_\_\_ Course Fee: \_\_\_\_\_

Which parts of the course are of particular interest? (Refer to course outline)

**This is a Preliminary Booking form which does not guarantee a position on the course.  
On receiving this form, we will let you know if there are still positions available.  
Then we will send an invoice and course location details, start time, finish time etc.**

**Cancellations, Refunds, Transfers**

**Please read the following statement before authorising this booking:**

"I have read the course outline and accept responsibility for the relevance of the content. I understand that no refund will be made for cancellations received within 10 working days of course date and that notice to cancel is to be given in writing. I understand that if the person booked cannot attend, another staff member can take their place, and that, in the event that the course does not run, a full refund applies."

Authorising signature: \_\_\_\_\_ Name & Title: \_\_\_\_\_

Contact phone: \_\_\_\_\_ Email: \_\_\_\_\_