

CALL CENTRE CUSTOMER SERVICE

Training course offered by VETTA Communication (Pty) Ltd.



OBJECTIVES

Call centres play a pivoting role in business today yet we are too often confronted with waiting in long telephone queues, poor telephone manners, poor vocal tone, lack of knowledge, responsibility and professionalism. This practical workshop will provide clarity on expected business standards so as to enhance call centre activities, empower call centre agents in dealing with conflict and improve customer perceptions when having to call your contact centre.

COURSE CONTENT

Understanding Call Centres

Your Role as a Call Centre Agent

The Art of Customer Service

- Impact on the business; ten simple rules
- Customer service standards and expectations
- Approach; first impression in verbal content
- Working with and understanding cultural diversity

Telephone Procedures and Techniques

- Formulating a bridge not a barrier?
- Respecting the tool responsible for conducting business
- Procedures in answering the telephone and making calls
- Taking control of calls and staying focused
- Vocal tone, proactive questioning, enthusiasm and promptness
- Speaking with positive intent and professionalism
- Active listening, assertiveness and reinforced feedback
- Working through complaints, conflict and unreasonable callers
- Taking initiative and being pro-active; thinking solution not problem
- Sound product information and knowledge
- Making a difference every time to ensure a delightful call centre experience
- Techniques in tele-interviewing and formulating scripts
- Understanding client expectations and meeting those requirements
- Dealing with a variety of character profiles and how to recognize these

Meeting Targets

Team work and Cooperation

Raising the bar

- Energy, motivation and effectiveness

Workshop suitable for all inbound or outbound call centre agents

COURSE DETAILS

Duration: 1 day

Date: 2011

Time: 08h30 - 16h30

Cost: R1766.00 p/person excl. 14% VAT

Included: Lunch, refreshments, facilitation, training manual, E-certificate, personalised feedback and unlimited post training support.

Venue:

This workshop can also be presented at your premises

Book on line www.vetta.co.za or call 086 111 VETTA (83882) Email: info@vetta.co.za



VETTA Communication (Pty) Ltd.
Cape Town • Johannesburg • Durban

"Passion colours everything it touches"

