

CUSTOMER SERVICE OVER THE TELEPHONE WORKSHOP

**TABMA TRAINING
TRAINERS ARE
LEADING INDUSTRY
EXPERTS WITH
EXTENSIVE EXPERIENCE
IN THE INDUSTRY!**



Frontline staff can either make or break the reputation of your business based on their attitude towards customer service. This workshop provides all participants with the fundamental skills and knowledge on how to provide good customer service, day in and day out.

What you will learn:

- Understanding customer needs and creating positive first impressions.
- Telephone handling protocols including call answering, hold, transfer and call endings.
- Controlling talk time and managing the call.
- Key communication skills including active listening skills and questioning techniques.
- Being able to explain clearly.
- The importance of the words you use.
- Words to use and avoid including forbidden phrases.
- The importance of your voice and voice quality.

“Even though I have been in the industry for over 22 years, I’ve picked up plenty of new things and reminders of others during my training. TABMA Training trainers have as much technical knowledge as anybody in the industry.”

Ross Glennie, Owner Trusscorp

1/2 Day Course Only \$195!



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***TABMA Members receive 10% discount**

***Hardware Australia Members receive 5% discount**