

Welcome to

SERVICE
FIRST

The **KEY** to
Customer Satisfaction

Today's Topic

Effective Telephone Techniques

Session Objectives

- Discuss 4 tactics that communicate QUALITY over the telephone.
- Identify 7 telephone techniques to ensure customer satisfaction.
- Look at how self-talk can help us to stay in control of difficult situations.
- Review a number of Quality Service Tips.

Quality Service At Every Opportunity

Includes those times
when we are interacting with a
customer over the telephone.

What Are Your Expectations?

When you call someone to get something done

**Don't you think others
expect the same in return?**

-A Review of Telephone Techniques-

Video Presentation

Effective Telephone Techniques

Four Key Tactics

That will communicate **QUALITY** over the telephone:

- Warm, friendly tone
- Clear, even pace
- Careful listening
- Speak with a smile

Seven Techniques To Follow

1. Answer calls promptly
2. Identify yourself and the organization
3. Ask permission to put on hold
4. Transfer carefully
5. Take messages accurately & deliver promptly
6. Let the caller hang up first
7. Return calls promptly

Self Assessment

How can you apply today's topic to your work?

- How do you handle telephone calls now?
What works for you?
- Where could you improve your telephone techniques?

Summary

- Providing **Quality Service** at every opportunity includes telephone communications
- 4 key tactics that communicate quality over the telephone
- 7 techniques to ensure customer satisfaction

Keep In Mind...

In order for us to be a successful organization in serving the needs of our external customers, we must first be successful in serving each other.

Next Topic...

The Art of Satisfying Customers