



**SALES AND TELESales
SOLUTIONS**

Helping people to increase their market share

ONE DAY WORKSHOP



JENNY CARTWRIGHT
Principal Trainer

*This half day or one-day workshop can be
customised to your needs and conducted inhouse.
Individual coaching on request*

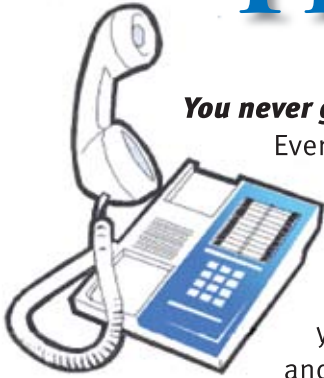
“Keep your Customers wanting to do Business with You!”

PROFESSIONAL TELEPHONE SKILLS

You never get a second chance to make a first good impression.

Everyone in a company who uses the telephone is in sales, from the first person who answers the phone to the Chief Accountant or Managing Director. The way you present on the telephone in the first 30 seconds is critical to the way the customer perceives your company.

This invaluable Telephone Etiquette workshop teaches you the skills and techniques you will need on the telephone to achieve a better image for your company, more sales and improved customer service. It is suitable for everyone in the company who answers the telephone to customers.



WHAT YOU WILL LEARN

- ✓ How to change tonality to sound really professional using the 5 different techniques
- ✓ How to use positive language – preferred words and phrases
- ✓ How to answer the telephone professionally
- ✓ How to close a conversation politely
- ✓ How to put people on hold
- ✓ How to avoid telephone tag
- ✓ How to take messages
- ✓ How to leave messages on answer machines with effect
- ✓ How to build rapport with customers by using their names
- ✓ How to build rapport with questioning and listening skills
- ✓ How to handle difficult customers
- ✓ How to transfer calls professionally

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