XCELERATE TRAINING INSTITUTE

your learning & development partner

CUSTOMER SERVICE

Telephone Customer Service

DURATION	LANGUAGE	FORMAT
5 days	English	Classroom / Online

Upcoming dates

Dates	Venue	Format	Fee
18 – 22 Jan 2027	Live online	Online (live)	On request
26 – 30 Jul 2027	Live online	Online (live)	On request
23 – 27 Aug 2027	Amsterdam	Classroom	€3,800

Register or ask a question

Online: staging.x8ti.com/course/telephone-customer-service/

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Telephone Customer Service

Introduction

With the current times, and people working from home, digital and telephone interaction has increased tremendously. This is the time to improve our telephone customer service skills. What's critical is that every customer calling you and your organization be made special and given that extra treatment where s/he feels that they are interacting with an organization who is professional and values their customers.

Using the telephone to communicate is the most preferred way to establish customer contact. The call centers are flooded with queries and calls. It is so important to know how to receive calls, make the call, what is the first thing to say and create that positive first impression with the very first sentence.

There are many times when the customer deals with their own moods and upsets and reflects it on the customer service executive who has made the call, this program looks at how does one deal with the difficult conversations and leaves the customer with a smile.

This Xcelerate training Institute course will inspire you to go beyond your capacity to support your customer even though the interaction is not faced to face. You would learn how to make a professional phone call, understand the requirement, use your vocals to advantage and display a positive attitude when you speak.

Learning Objectives

The telephone customer service program trains you to understand the importance of customer service and telephone etiquettes. It looks at how to have make the first impression and showcase the genuine interest to gain credibility even on the telephone. The program focuses on gaining confidence and enhanced conviction when answering the phone.

Upon completing this telephone customer service training program successfully, participants will be able to:

- Speak to the customer on the telephone with enhanced confidence
- Build a positive first impression on the phone
- Show a keen interest in building an image of a supportive and helpful customer service representative
- Learn how to show genuine interest and provide quality service on the phone
- Display a professional self-image when interacting over the phone
- Gain mastery over a professional and calm voice which helps in building credibility
- Assertively be able to say No when required over the phone
- Deal with questions and learn to respond to questions effectively over the phone
- Master ways to deal with difficult and irate customers in a professional manner

Training Methodology

The Telephone Customer Service Training will be conducted in a collaborative manner and will comprise of the following training methods:

- Role Plays
- Group Discussions
- Presentations
- Assignments
- Lectures & Seminar Method
- Activities
- Polls
- Surveys
- Whiteboard interaction
- Case Studies & Functional Exercises

The program structure is a detailed and interactive session, following a two-way communication, we work with the participants to ensure they are able to get a practical experience of how to interact with their customers.

Benefits for Your Organisation

Organizations who want to develop the skills of their employees in interacting with the customers and want them to be sensitive to the customer's requirements. Also, 0rganizations who want their customers to be treated well over the phone and aspire to showcase their employees as sound professionals should nominate their employees for this program.

Companies who nominate their employees to participate in this Telephone Customer Service Program can benefit in the following ways:

- Have their employees build the right attitude when interacting with the customer over the phone
- Have the right tools of telephone customer service skills
- Gain higher customer satisfaction from the end consumer
- Have customers say that the customer service representative was a delight to speak to
- Have employees demonstrate a focused professional approach to interact with the customer over the telephone
- Responsive employees who interact with customer in an empathetic manner

Benefits for You

An individual can benefit from this program in various ways only out of their willingness and participation.

Individuals who participate in this Telephone Customer Service Training Program can gain from it in the following ways:

- Prepare before making that phone call to the customer
- Make a positive impression with the customer over the phone
- Be able to create an enriched customer relationship over the phone
- Understand how to interact with the customer and make them feel important over a phone call
- Gain high level of listening skills
- Learn professional telephone communication skills

Who Should Attend

This Telephone Customer Service Training Program is ideal for:

- Anyone working in the customer service industry
- Employees working in the call cent-re and BPO industry
- People working as customer service representatives and part of different customer service departments
- Anyone who interacts with customers over a telephone
- Anyone who is keen on enhancing their communication and customer service skills on the phone
- Anyone who wants to learn how do we attend to customers professionally on the phone

This telephone Customer Service Training Program would be suitable for anyone who is interacting with the customer on the phone and wants to cause their business to be known for excellent service.

These challenging times call us to do business on the phone and the next new normal for all organizations will be work from home and digital interaction with the customer. If your role is to interact with customers, then this program is a must attend as it helps you build your image over the telephone.

Course Outline

Know your customer and create the foundation

- Know your customer
- Understand the requirements of the customer over a phone call
- Focus on skills required to be a good communicator
- Lay the foundation of telephone customer service

Qualities required for a Good Telephone Interaction

- Know the qualities required for a good telephone interaction with the customer
- Check and assess the presence of the qualities
- Learn Conversational language required in the telephone call
- Learn how to begin the call

Communication Skills

- Two Way Communication
- Barriers to Communication
- Types of Communication
- Dealing with the distractions when communicating over a call

Listening Skills

- Listen to understand
- Know the different levels of listening
- Empathy
- Learn to pause when required

Voice Modulation

- Analyze the voice modulation requirement for the telephone call
- Understand the qualities of a good voice call
- Work on the Vocals
- Develop positive energy in your voice and communicate with zest

Trust, Credibility, Respect

- Demonstrate trust, credibility and respect with the way you speak
- Respond and not react
- Speak with facts and evidence
- Put the customer at ease and have him trust you

Questioning

- Learn effective questioning techniques
- Understand the difference between open and closed ended questions
- Learn to ask open ended questions
- Learn to get further information by understanding their requirement
- Understand the difference between gaining information and interrogation
- Ask questions with the right tone

Deal with difficult customers

- Learn to deal with different kind of customers over the call
- Recognize the moods of the irate customer
- Identify ways to respond to the irate and angry customer
- Managing complaints and escalations
- Escalating the call to the supervisor/management

Deal with the smaller aspects with bigger results

- 4 Step Hold Procedure
- Useful Telephone Aids
- Managing dead air and requesting the customer to wait
- Educating the customer on the possible solutions and give required information
- Maintaining Transparency and Sign Posting
- Transfer Procedure
- Conferencing a call
- Telephone Phonetics

Closing the Call

- Follow-through
- Sign the call
- Summary and Action Plan
- Arrange a Call back as per the requirement
- Gratitude

- Greeting

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Registration Form

Telephone Customer Service

Preferred dates: ..... Venue or online: .....

Duration: 5 days Language: .....

Please complete and email this form to us, or register online. We confirm your place and send the invoice within one working day.

Delegate information

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Official email: ..... Personal email: .....

Company information

Company name: .....

Address: .....

City / country: ..... VAT / tax number: .....

Person responsible for training & development

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Email: .....

Payment

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Signature: ..... Date: .....

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Email this form
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Register online
Open the course page