

# Advanced Telephone Answering Techniques

## Course Outline

### **Week One**

#### ***The Essence of Telephone Answering Training***

Where are telephones answered?

Organizations that should be more concerned with their telephones

Why learn how to answer telephone calls professionally?

Who should learn how to answer calls?

What Customers expect when they call

What was learnt in this week?

Week 1 Projects

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### **Week Two**

#### *Answering and Closing Calls*

Preparing for calls

Sitting position Procedure for receiving calls

Thirteen forbidden conducts when receiving/answering calls

How to close a call

Sample telephone conversation

What was learnt in this week?

Week 2 Projects

### **Week Three**

#### *Screening or managing calls*

Technique for transferring calls.

Technique for taking messages.

How to promise a call back.

Eight Creative phrases used in screening or managing calls.

What was learnt in this week?

Week 3 Projects

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**Week Four**

***Handling the complaint call***

Attitude to adopt towards complaint calls

Benefits of complaint calls

What to do with complaint calls

Three tools for handling complaint calls

Two tips on how to listen emphatically

Five phrases to avoid or use during complaint calls

Three actions to avoid during prolonged complaint calls

Four phrases that would help you terminate an unending call

Sample complaint call script

What was learnt in this week?

Week 4 Projects

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### **Week Five**

#### ***Creating and Managing Voice Messages***

Why voice message?

Creating a voice message for callers

How to leave a voice message

How to respond to a recorded voice message

Three pitfalls to avoid when recording a voice message

What was learnt in this week?

Week 5 Projects

### **Week Six**

There would be no lessons in week 6, only projects

Week six project is made of 3 components:

1. Part one is telephone call conversation with the student
2. Part two is peer review: each student would critique one response from another student
3. Part three is critiquing (examining) of selected telephone script from the instructor