

# Course Content

## Business & Telephone Etiquette

### Why attend?

There is a certain expectation that people have when they deal with people in a business setting. It is important that, when working in a corporate environment, that we behave professionally – according to specific organisational and generally accepted standards.

### How long is this course?

1 Day

### Who should attend?

All frontline staff, staff that are new to the business environment, staff that have been promoted into an office environment.

### What will be covered?

#### Identify your role in business

- Identify various aspects of business and what is expected of staff
- Who is your customer?
- Take into account the different personality styles and needs in business
- Meet the needs of customers and co-workers
- Create positive first and lasting impressions in business

#### Understanding the importance of 'customer service'

- The best practices for offering good customer service
- Service quality factors that enhance relationships in business

#### Telephone skills and communication

- How communication works in business and the important role of the telephone
- Listening skills and body language
- The importance of the professional telephone greeting
- Process incoming and outgoing calls (planning and knowledge)
- Rules for telephone etiquette
- A positive attitude and the telephone
- Wording used when communicating in business
- Behaviour that will enhance professionalism – promptness, honesty and efficiency
- Role play to practise and enhance learning

#### Managing Time

- Understand the importance of promptness
- Create a Task List
- Prioritise Tasks
- Using and Maintaining a Diary

#### Company Records

- Maintaining records according to company procedures
- Filing – best practices

This non-accredited course is interactive and includes role-play (to enhance learning and confidence), group discussions, and practical activities to ensure a clear understanding of each topic that is covered. Learners are supplied with course material, refreshments, and lunch.