



# Service Essentials™ for the Telephone!

*Set the tone, Manage the Call, Solve the Problem and Delight your Customers!*

Help your staff make a winning first impression and maintain positive relationships. Instill in them the fundamental skills of excellent telephone courtesy. This program is ideal for anyone in your organization answering the phone.

Incorporating the DiSC® Personal Profile Instrument - Service Essentials™ for Telephone helps service providers learn to build strong customer relationships over the phone by understanding their own behavior style and adapting to the style needs of their customers.

## Topics Include:

- **Creating a service attitude before answering the phone.**
- **Practicing a customer friendly tone of voice.**
- **Managing the call process.**
- **Putting the caller on hold.**
- **Transferring the call.**
- **Taking messages.**

## What RESULTS can you expect from Service Essentials™ for the Telephone?

- The first impression your customers receive will instill confidence and keep them coming back.
- Company image represents the highest service standards.
- Positive word of mouth about your service increases sales.

## Service Essentials™ for the Telephone can be trained by someone in your organization:

The Service Essentials™ Trainer's Kit includes all tools and information to train the program in-house. The Trainer's Kit includes:

- **Facilitator's Guide** – including a step-by-step script for the novice trainer, check list, and trainer's tips to ensure a successful learning experience
- **Transparency masters, Participant Manual, Essential Practices Card**

## Why use Service Essentials™ for the Telephone for your customer service training needs?

### Energizing

- Participant's interaction and real world experiences are built into the learning process. Service Essentials™ for Telephone is an enjoyable experience resulting in a renewed focus on telephone courtesy.

### Cost Effective

- Train-the-trainer option for delivery.
- Licensing agreement materials for large groups.

### Easy to schedule training

- Efficient one-day program.

### Customizable

- Case studies may be customized to demonstrate service issues directly related to your business.

### Behavior Based

- Individual assessment and action plans included for improvement in every essential customer service practice.

### Reinforcement

- **Essential Practices Card** – a summary card of critical skills to be kept handy by each employee in the work place.
- **Personal development plans** may be built into your performance management system.

*For more information please contact:*

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