



Ayre's-N-Graces Pty Limited

t/a **CTC C**ustomised **T**raining & **C**onsulting

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Telephone Techniques

✓ Step 1 – Select Subject

Subject – Telephone Techniques

Location – Client site

Prerequisites:

- A requirement for good understanding and best practice of business telephone etiquette.

What do you get:

- ☒ Experienced & qualified facilitator
- ☒ Targeted course outline
- ☒ Printed Courseware
- ☒ Electronic Certificate
- ☒ Digital Badge for LinkedIn profile
- ☒ Free 6 month email support

✓ Step 3 – Contact CTC

www.ctcsydney.com.au

info@ctcsydney.com.au

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Based on your chosen Subject and Topic selection, our expert team will advise the appropriate course length to cover your custom content and best delivery style to suit your needs. Three simple steps and you have a course tailored to you!

✓ Step 2 – Select Topics

Topics

- ☐ Role of Medium
- ☐ Golden Rules
- ☐ Verbal & Vocal
- ☐ Greeting
- ☐ Call Structure
- ☐ Barriers
- ☐ Question Techniques
- ☐ Irrate Customers
- ☐ Phone Functions – Hold & transfer
- ☐ Messages
- ☐ Voicemail
- ☐ Reception Formalities