

About

The Phone Etiquette course focuses on mastering professional telephone communication skills. Participants will learn effective techniques for handling calls, managing inquiries, and resolving issues courteously and efficiently. Through practical exercises and simulated scenarios, this course aims to enhance participants' ability to project professionalism and leave positive impressions during phone interactions.

Objective

The Customer Excellence course aims to enhance participants' ability to deliver exceptional customer service by building strong relationships, exceeding customer expectations, and handling challenges effectively. Participants will learn practical strategies to create memorable customer experiences, drive loyalty, and contribute to organizational success through personalized service and effective communication. Through interactive learning activities and case studies, participants will gain the skills and confidence to consistently deliver outstanding service and foster customer satisfaction and loyalty.

Prerequisite

- Working knowledge of English language (Read, Write, Speak)

Exam & Certification

- KHDA certificate is awarded upon successful completion of the course.

Content

- Introduction to Phone Etiquette
- Effective Communication Techniques
- Handling Incoming Calls
- Making Outgoing Calls
- Managing Inquiries and Issues
- Projecting Professionalism
- Practical Exercises and Role-Playing
- Conclusion and Action Planning