



## Presentation Software Training

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## Call Centre (Groups Only)

### Overview & objectives

In any efficient organisation, often the voice on the other end of the phone is the client's first and most important point of contact. The call centre agent thus becomes the all important voice of the organisation.

### Course Prerequisite

None

### Who should attend?

Call Centre Operational Staff & Call Centre Supervisors

### Course Outline

This course consists of 7 topics	
<b>Topic 1</b>	Good Telephone Etiquette & Mannerisms Speaking and Listening on the Phone Top 10 Do's Top 10 Don'ts
<b>Topic 2</b>	Attitude & Talking with Confidence
<b>Topic 3</b>	Customer Management
<b>Topic 4</b>	Managing for Excellent Service
<b>Topic 5</b>	Handling Difficult Calls
<b>Topic 6</b>	Employee Motivation
<b>Topic 7</b>	Stress Management

### Additional Information

<b>Duration</b>	1 day
<b>Cost</b>	R1 200,00 (excl. VAT)
<b>Includes</b>	Comprehensive Manual Lunch & Refreshments Electronic Certificate (on successful completion of the course) Electronic Trainer Feedback Report Electronic Delegate Feedback Questionnaire

Presentation Software Training has been assessed and accredited as having satisfactorily met the MICT ETQA Specified Training Provider criteria. It provides an accepted benchmark of knowledge and skills, ensuring specified levels of competency and ability in terms of industry standards. Accreditation Number - ACC/2007/02/603.