



**OFFICE
SKILLS**



CALL / CONTACT CENTRE TRAINING COURSE

UNLOCKING EMPLOYMENT AND CAREER OPPORTUNITIES

At the end of the course you will have gained the knowledge of how, as an agent, to satisfy your customer's needs, avoid irritants, handle difficult situations and also to develop a positive attitude towards the phone.

- **THIS TRAINING COURSE WILL BE HELD IN WESTVILLE**
- **THE TRAINING COURSE STARTS WITH 3 DAYS OF THEORY TRAINING FROM 09H00 TO 13H00 AND IS FOLLOWED BY 3 DAYS OF WORKPLACE (PRACTICAL) TRAINING IN A SMALL BUSINESS WORKING FROM 08H30 TO 16H30**
 - **[THE COST OF THE TRAINING COURSE IS R 1 200.00](#)**
- **YOU WILL BE ISSUED WITH A CERTIFICATE FROM THE SCHOOL OF BUSINESS (THSBS) IF YOU MEET ALL REQUIREMENTS**

TELESALES: The purpose of this course is to introduce you to basic sales techniques and sales processes. You will learn how to get the best results from your telesales calls and develop your skills to become an effective and successful sales person.

PROBLEM SOLVING: This course will help you to develop your problem solving skills and teach you how to go about solving problems on your own or as part of a team. It will also encourage you to use creativity when solving problems to help you discover new solutions to complex problems

SERVICE EXCELLENCE: In this workshop you will learn more about the skills YOU need to possess in order to provide excellent service. You will find out how to behave in a professional manner, have a positive attitude, motivate yourself and work as part of a team whilst providing your customers with top class customer service.

COMMUNICATION AND LANGUAGE SKILLS: As a Contact Centre Agent you will be required to communicate with people of all cultures, languages, genders and age. It is very important to be easily understood by potential customers. This section of the course will help develop your communication skills and sensitize you to the importance of improving your verbal communication and language skills

CALL CENTRE CULTURE

HANDLE CUSTOMER

IDENTIFY AND RESPOND TO

<p>A true understanding of the Call Centre culture is key to the success of any employee working within a Call Centre. This programme deals with the principles and concepts of a Call Centre as well as the benefits of adopting a Call Centre culture.</p>	<p>COMPLAINTS</p> <p>The ability to handle complaints from customers in a Call Centre is a valuable skill required by Call Centre agents. This programme entails practical techniques and ideas on identifying the customers problem and finding real solutions.</p>	<p>CUSTOMERS NEEDS</p> <p>The ability to communicate effectively with a customer is the basis on which other skills are built. The customers experience can be positively or negatively impacted by the communication skill level of the call centre agent. This programme deals with listening techniques, telephone etiquette and the communication process.</p>
<p>MEET PERFORMANCE STANDARDS</p> <p>Call Centre systems and processes are varied and complex. These systems and processes are focused on managing customer relationships and queries. This programme deals with the communication processes and systems utilized within a Call Centre.</p>	<p>PROBLEM SOLVING</p> <p>The ability to solve problems is an important skill required by call centre agents. This programme deals with obtaining and evaluating information to contribute to the problem solving process.</p>	<p>PROVIDE INFORMATION TO CUSTOMERS</p> <p>The ultimate purpose of a Call Centre is to provide information to customers. This programme deals with identifying the needs of customers and fulfilling those needs by means of providing information or services.</p>
<p>COLLECT AND RECORD INFORMATION</p> <p>Information regarding the customers must be collected and tracked. This programme deals with the techniques used to elicit information from customers and the recording process.</p>	<p>CALL CENTRE TEAM WORK</p> <p>The Call Centre environment is centered around the team dynamics and the ability for each individual to work effectively as part of a team. The programme deals with communication, reporting and resolving areas of conflict within the team.</p>	<p>CUSTOMER SERVICE</p> <p>The aim of this course is to enable you, as contact centre staff, to create satisfied, loyal and committed customers by providing excellent customer service, during and after customer interaction by telephone.</p>

To register for this training course please contact Cathy at 031 or at 082 330 6920 or email to info@tourismtraining.co.za or fax to 0866 1733 66

Visit our website at www.thsbs.com

<p>EDUCATION & TRAINING SPECIALISTS</p>  <p>HR/IR, LABOUR LAW & PROJECT MANAGEMENT ADVISORY SERVICES</p>	<p>THE SCHOOL OF BUSINESS T/A TOURISM, HOSPITALITY & SPORT BUSINESS SCHOOL Campuses in Johannesburg, Cape Town & Durban P.O. Box 388 Lonehill 2062 Email: info@tourismtraining.co.za Tel: 071 0493 221 or 031-266-4027 Fax: 0866 1733 66 or 0865 1148 67 THETA Accreditation Nr. 613/P/000051/2005</p>	 <p>thsbs Partners in Performance www.thsbs.com</p>
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