

**ESSENTIAL TELEPHONE SKILLS**

<i>Course Code(s)</i>	<i>Course Date(s)</i>
ETS	11 <sup>th</sup> April 2013

<b><i>Main Aim and Key Benefits:</i></b>	<p>The telephone is a powerful tool allowing people quick and easy access to information and people. It could be the initial contact a person has with the College and therefore the first impression created is of paramount importance.</p> <p>This practical module provides a structure to follow and the techniques to adopt to ensure calls are handled both professionally and confidently.</p>
<b><i>Course Content</i></b>	<ul style="list-style-type: none"> <li>• First Impressions</li> <li>• Preparation</li> <li>• Structuring your telephone call</li> <li>• Listening skills</li> <li>• Telephone sins</li> <li>• Tips on dealing with e-mails</li> <li>• Personal action plan</li> </ul>
<b><i>Training Methods:</i></b>	<ul style="list-style-type: none"> <li>• Presentations</li> <li>• Syndicate exercises</li> <li>• Group discussions</li> <li>• Role plays</li> </ul>
<b><i>Who will benefit from attending:</i></b>	Assistant Bursars, Lodge Porters, Office Personnel and Supervisors
<b><i>Duration:</i></b>	½ day
<b><i>Certification:</i></b>	By OBT and Progressive Training Ltd
<b><i>Fee (excl VAT):</i></b>	£110
<b><i>Training Provider:</i></b>	Progressive Training
<b><i>Links with key Hospitality Assured standards</i></b>	