

Provider # 0005095

Course # 9627691

Certified for 1 CEU
In Human Resources or Electives

Instructors:
Michael G. Zawaki
Lorraine Megdanis

Upon Completion
Managers Will:

1. Telephone etiquette skills.
2. Handling customer telephone calls.
3. Different behavior styles.
4. The dos and don'ts of telephone etiquette.
5. Develop a good speaking voice by learning how to control your tone, rate of speech and pitch.
6. How to leave a message.
7. Transferring calls.
8. Handling hectic situations.
9. How to end a call professionally

Giving Great Phone



Overview

Giving Great Phone was designed for all Community Association Managers to give them an understanding the importance of telephones skills and providing quality service to their unit owners. The first point of contact for most unit owners is the telephone. You never get a second chance to make a first impression, so initial telephone contact can make or break a business relationship. Every time anyone who represents your organization picks up the company's telephones, there is a possibility of gaining or losing business.

Presentation Dynamics, Inc.
23389 Lago Mar Circle
Boca Raton, FL 33433

Lorraine@presentationdynamic.info