

Provider # 0005095

Course # 9627690

Certified for 2 CEU's
In Human Resources or Electives

Instructors:

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Upon Completion
Managers Will:

1. What is quality customer service
2. Telephone etiquette skills
3. Handling telephone calls
4. Interpret customer wants and deliver positive customer service actions
5. Transfer calls effectively,
6. How to address the customer's during the call
7. Take messages professionally and accurately
8. Properly place a customer on hold
9. Deal with multiple callers
10. End the call in a positive manner

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.

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