

Telephone Courtesy & Customer Service

Description: Telephone contacts create a “First Impression” of an organization. Because the telephone is such a common object in our daily lives, we take for granted proper telephone techniques.

What you will learn:

- ◆ The basics of quality customer service
- ◆ Proper telephone skills
- ◆ The importance of understanding customer needs
- ◆ Telephone statements you must avoid
- ◆ The importance of the telephone to an organization

Textbooks/materials: Telephone Courtesy & Customer Service (Finch)

Michigan Works
Service Center

PH MC CT R

1st and 3rd Thursday of the month

Locations/Times:

1:00 p.m. to 2:30 p.m.

Code: PO81 (CT)

Code: PO82 (CT)

Code: PO83 (CT)

Code: PO84 (R)