



<A Success Way to present a positive image for the organization>

<A high standards of telesales>

## Professional Telesales Techniques



Telesales are key members of the team in any organization. Their role is crucial because they are usually the first point of contact and they create the first impression. They can influence whether or not customers favour your company and whether or not they will buy your products or services. This course deals with the effective telesales techniques to ensure closing a deal and after sales services.

### Course Details:

Speaker:

Our tutors are:

- :: Has extensive experience in the field of telesales.
- :: Using interactive lecture and case study to teach your staff to acquire the knowledge to capture customers' attention and reduce hang-up

- Why telesales? the role of a telesales,
- Telesales techniques, delegates study different situations of sales calls
- How to capture customers' attention and reduce hang-up
- Alternative attractive premises (AAP)
- Dealing with difficult customers: There will always be difficult customers but there are ways of dealing with them
- Handling objections effectively on the phone, techniques which will help to handle objections and also handle hostility
- Listening skills: Effective listening is an essential part of good communication and with the aid of a practical exercise, delegates will learn to make a good call
- Closing a deal and after sales services

<b>Course Code</b>	<i>PS2</i>
<b>Date &amp; Time</b>	<i>One day (9:30a.m. to 5:00 p.m.) at client's premise</i>
<b>Methodology</b>	<i>Presentation, lecture and Experience Sharing</i>
<b>Certificate</b>	<i>Certificate of successful completion will be issued to delegates who have attended full course</i>