

# TELEPHONE ETIQUETTE

## Course Overview

Because the telephone is the first line of contact for most customers, proper telephone etiquette is essential in any workplace. How an employee answers the phone not only says something about that particular employee but it also sends a message about the organization. This course covers the proper procedures of professionally handling calls that will leave a positive impression about your organization.

## Learning Objectives

- The effective use of voice mail in business
- The negative impact to business when telephone etiquette protocols are not followed
- The benefits for adhering to each of the telephone etiquette standard
- To build customer loyalty using effective telephone etiquette protocols
- How to take and leave messages that make a difference

## Course Details

Length: One hour