

Customer Care & Telephone Etiquette



Course Brochure

Choose the learning pathway that fits your schedule

1



In-Person Live Programme

[In-person programme](#)

2



Online Live

[3-day instructor led virtual programme](#)

3



Hybrid Delivery Option

[E-learner with a live online scenario and assessment with our course coordinator](#)

Why this course?

- ✓ Build confidence in handling customer interactions over the phone
- ✓ Learn practical techniques for delivering exceptional customer service
- ✓ Master professional telephone etiquette that creates positive customer experiences
- ✓ Improve active listening and communication skills to resolve issues effectively

Who should attend?

- ✓ Customer service representatives
- ✓ Receptionists and front desk professionals
- ✓ Call centre agents and customer support teams
- ✓ Sales and administrative professionals who communicate with customers by phone



Ready to register or discuss a team booking?
Book a Consultation



Objectives & 2-day live programme



Objectives

- ✓ Understand the importance of exceptional customer care in business success
- ✓ Communicate professionally and confidently over the telephone
- ✓ Develop active listening skills to accurately identify customer needs
- ✓ Handle difficult calls with professionalism, empathy, and confidence
- ✓ Apply effective follow-up and documentation practices to enhance customer satisfaction



Course Contents

- ✓ Customer Care Excellence & Customer Experience
- ✓ Professional Telephone Communication Skills
- ✓ Active Listening & Customer Engagement
- ✓ Telephone Etiquette & Managing Difficult Conversations
- ✓ Follow-up Procedures & Continuous Service Improvement



2-day live programme modules



Day 1

Customer Care Foundations & Telephone Communication

Explore the importance of customer care, understand customer expectations, and develop professional telephone communication and active listening skills.



Day 2

Telephone Etiquette & Customer Service Excellence

Learn professional telephone etiquette, manage challenging customer interactions confidently, and apply effective follow-up, documentation, and after-call procedures.



2-Day Live Programme Pricing (USD, excl. VAT)

Online Live: US\$ 1,695 In-Person: US\$ 1,995

*Early Bird and Corporate Group Pricing Available on Request.



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Online Live & Hybrid Delivery Options

Flexible live delivery routes for busy professionals



Online Live Option

Length: 2-days (instructor led live)

Price: US\$ 1,695 (excl. VAT)

Attend a 2-day interactive live virtual programme from anywhere.

- ✓ Live instruction and real time interaction
- ✓ Service scenarios and practical exercises
- ✓ Group discussions and collaborative activities
- ✓ Q&A sessions and facilitator feedback.
- ✓ Digital course materials, templates and job aids



Course Materials

- Interactive Course Content
- Detailed Course Outline
- Comprehensive Learning Outcomes
- Insightful Quizzes or Assessments
- Case Studies
- Resource Lists
- Learner's Workbook
- Presentation Slides



Hybrid Delivery Option

Length: 4-5 hour online E-Learner + 30-minute live scenario and assessment)

Price: US\$ 700 (excl. VAT)

Complete the 4-5 hour comprehensive E-Learner course at your own pace.

- 1 Step 1:**
Access the E-Learner 6 module course on our LMS platform at your own pace.
- 2 Step 2:**
Apply learning through innovative and interactive practice, service scenarios, and modern learning mechanisms.
- 3 Step 3:**
Complete the E-Learner and join a 30 minute live scenario and assessment session with a course coordinator online.
- 4 Step 4:**
Demonstrate understanding of the course objectives by way of a discussion with the course coordinator.
- 5 Step 5:**
Receive a Certificate of Completion when all requirements are met.



**Ready to register or discuss a team booking?
Book a Consultation**