

Ventes

# Telephone Skills: Inbound

En présentiel

This module examines ways to capitalize on inbound call opportunities. You will practice a proven questioning model designed to help you evaluate the reason for a customer's call and determine the most effective ways to address their concerns.

## Ce que vous apprendrez

At the completion of this workshop, it will empower you to make the most of inbound sales and customer service opportunities, develop confidence when interacting with customers on inbound calls, use the Information Gathering Model to evaluate how to best meet their caller's needs, make every customer interaction an opportunity to deepen the client relationship.

## Pourquoi vous voulez l'apprendre

Rule of thumb: Every customer phone call is important. Whether they are calling to place an order, ask a question, or register a complaint, they are giving you an opportunity to engage. Don't blow it.

## Comment cela va vous aider

You will receive pointers for improving your human relation skills over the phone, always remembering that a smile is audible!