

Business & Telephone Etiquette

What can you expect?

This course covers all aspects of business etiquette and telephone skills that are required by staff who answer the phone, make calls or communicate with customers in a business environment.

Who Should Attend?

All staff who deal with customers and suppliers

2 Day Course Content

- The correct etiquette required in a professional business environment
- Our emotions and the impact they have in the workplace
- Telephone protocol required in a professional business environment
- Confidentiality and discretion
- Answering the phone: general rules and procedures
- How to handle multiple clients
- When and how to take messages
- When to redirect a call
- Making a call: general rules and procedures
- Recording information during a call
- Leaving a message when making a call
- Email etiquette: general rules and procedures
- When to send an email or make a telephone call
- Responding to a business email
- Creating an email that is well structured and professional

Unit Standard Alignment

SAQA ID: 14348

NQF Level: 2

Credits: 3



Services Seta Accreditation No: 4135



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