

Registration Form

Name of Participant(s)	Position
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Company _____

Branch _____

Address _____

Telephone _____ Fax _____

E-mail _____

Type of Payment

() Cash () Cheque # \$ _____

Contact Person

Name _____

Title _____

Location: _____

E-mail _____

Authorized Signature _____

Company Stamp/Seal

PRACTICAL ARRANGEMENTS

The Fee per Participant (inclusive of Coffee Break & Lunch), is as follows:

Participating Member: \$13,000.00

Non-Member: \$15,000.00

(Please add GCT)

Early indication of vegetarian meal is required.

NB: In order to confirm your registration, completed registration forms and cheques must reach the Secretariat of the Federation, at least one (1) week prior to the start of the workshop OR by latest, the day of the workshop.

Companies registering five (5) or more participants, will be eligible for a five percent (5%) discount.

JEF reserves the right to withdraw or postpone a scheduled course/workshop/seminar if the registration is insufficient for a participation level consisting Fifteen (15) participants. In this event, **JEF** will notify and refund all fees to registered participants.

Cancellation of registration will attract the following penalties:

1. *Up to 3 working days prior to the seminar/workshop, NO Penalty.*
2. *Two working days prior to the Workshop or Seminar - \$1,000 plus 25% of the cost.*
3. *One working day prior to the Workshop or Seminar - \$1,000 plus 50% of the cost.*
4. *Cancellation on the day of the Workshop or Seminar - 100% of the cost.*

Certificates of participation will be prepared for collection.

For further information, contact:

The Secretariat
The Jamaica Employers' Federation
2A Ruthven Road, Kingston 10

Tel.: (876) 926-6762, 5524, 6908

Fax: (876) 968-4576

E-mail: info@jamaicaemployers.com



THE JAMAICA EMPLOYERS' FEDERATION

Presents

A ONE-day Workshop on

TELEPHONE TECHNIQUES & WORKPLACE ETIQUETTE



KINGSTON

**FEBRUARY 16, 2018
8:30 am - 4.30 pm**

AT

**THE JEF TRAINING CENTRE
2A RUTHVEN ROAD
KINGSTON 10**

TELEPHONE TECHNIQUES & WORKPLACE ETIQUETTE

PURPOSE

This Seminar is designed to improve focus, core telephone skills, best practice on the telephone - and the ability to achieve good outcomes on every telephone call.

WHO SHOULD ATTEND

Receptionists, Sales & Counter Clerks, Call Centre Clerks /Supervisors, Hospitality Personnel, Secretaries, Security Officers and Client contact Personnel



TOPICS TO BE COVERED

- The importance of every Telephone Interaction and of the caller to the organization
- Factors influencing Customer Service delivery and the performance of customer service personnel
- The Tenets Telephone Etiquette
- Voice tones and language forms
- Professionalism and the “Common Courtesies”
- Telephone Techniques
- Speech and grammar challenges
- What do our callers expect of us?
- Meeting & exceeding expectations
- Handling difficult situations & challenging callers
- Follow-through for the Caller - implementing your organization’s policies & procedures
- Working on your Skills – continuously building and improving your skills
- Wrap

HOW WILL YOU BENEFIT

- Develop and project professionalism and positive telephone manners
- Treat every caller as a VIP
- Close calls in a Professional manner
- Learn how to deliver Customer service over the telephone
- Become the organization’s skilled and competent Customer Service personnel
- Build rapport with customers
- Take ownership of every call
- Learn how to exceed the Customer’s expectation

How will you benefit continued.....

- Perfect the fine art of listening to get to the heart of the matter
- Self Assessment: How good are your listening skills?
- Anticipate the caller’s needs
- Maintain control of the call
- Manage the length of the call
- Gain tools and techniques for handling problem calls

Registration 8:30 am - 9:00 am

Coffee Break 10:15 am – 10: 30 am

Lunch 12:30 pm – 1:30 pm