



Call Center Customer Care

- > Work on your call center soft skills, pronunciation, spoken English and email skills
- > This course is designed to help anyone who works in a call center environment.
- > Transform your call center customer service from a liability into an asset.

The Voice and Ears

Call center staff are the voice - and ears - of your business. Make you understand what your customers want first time.

Techniques

Walk and talk professional customer service naturally. Learn the speaking, listening and soft skills for success. Deal with difficult customers. Maximise service delivery.

Practise

Put it all together in realistic role plays and scenarios. Get feedback from your peers and trainer.

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Methodology

This is a highly interactive course which uses case studies, role plays, discussion and mini tests to ensure training is high energy and impactful.

Who should do this course?

Anyone who works or supervises in a call center environment . Anyone who wants to enhance their communication skills and customer service on the telephone.

Course Modules

01 Call Center Soft Skills

Explore the call center experience from making positive impressions through to successfully closing a call. Examine how to build rapport with clients and empathise with them appropriately. Find out how you can exceed your customer's expectations and make them ambassadors for your service. Work on your listening skills by understanding how to listen actively.

02 Accent Modification

Learn how to make yourself clearly understood on the telephone with accurate pronunciation and crisp enunciation. Find out what your areas of weakness are and how you can cause less strain on your listener.

03 Language Skills

Improve on your English skills on the telephone. Learn how to avoid Malaysian English errors with vocabulary and grammar. Examine set phrases that you can use to build your confidence and enhance your spoken fluency.

04 Business Writing Skills

Master how to send out great customer service emails. Learn how to use appropriate tone and style to ensure that you put your message across effectively. Build professional writing by ensuring grammar accuracy and using careful editing techniques.

The Juice

This course takes 32 hours and includes four assessments to achieve certification. Mango can customise the training to suit your needs.

Mango provide free placement tests before the training to gauge the level of your staff's language proficiency.

Contact us today to take your call center skills to the next level

e: info@mangotraining.com