



ADVANCED PHONE UPS INC.

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Telephone Training Seminar Schedule Receptionist and Office Staff.

20 to 25 Minutes

Receptionist and Office Staff

- Program introduction.
- A Proper Greeting.
- How to Transfer to Departments.
- How to Handle Irate Customers.
- How to Log Sales and Problem Calls.
- How to take a Message.
- How to get Make the Right Impression.
- Hands on Workshop.
- 10 weeks ongoing One-On-One Training.