



## ADVANCED PHONE UPS INC.

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### Telephone Training Seminar Schedule For Service and Body Shop.

20 to 25 Minutes

#### ***Phone Clinic Service and Body Shop***

(1/2. of Each Department)

- How to Handle Irate Customers
- The Proper Way to Place Someone on Hold
- Which Ear You Use Makes a Difference
- Sharpening Your Phone Skills
- Correcting Improper Phone Phrasing
- How to Improve Your Listening
- Saving Time Handling the Phone
- How to set the appointment
- First impressions
- 10 weeks ongoing training.