

# CUSTOMER EXPERIENCE EXCELLENCE

This Training will enable different departments and employees to enhance their customer relations skills through telephone interactions.

## AUDIENCE

Tele sales who aim for connecting better with the clients

## VALUE

Handle objections more efficiently

Close higher leads

Master controlling the conversation

Learn how to use the appropriate language and tone of voice

## OBJECTIVES

- Gain a comprehensive understanding of six major elements
- Learn strategies on how to close deals
- Efficient qualification, lead generation, objection handling strategies to increase customer satisfaction
- Manage Irate clients

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## CONTENT

### Projection for Trust: 6 Key Parts

- What are the 6 Keys and how to use them
- How to use urgency and how is the language supposed to be addressed
- How to be precise and concise on the phone

### Streamlining lead generation and qualification and Irate Clients

- Segmentation & understanding types of customers
- The WIIFM strategy
- How to deal with Irate clients
- How to manifest the H.E.A.T

### Qualification, objection handling

- Understanding the difference between the 5 types of barriers
- Reframing the objection through certain processes
- How to strategize objection handling (7 tips)
- How to control the conversation through questioning

### Personality Showcase

- What is the communication model
- The 5 steps for a good voice
- How to undergo voice modulation

### Client Service for a business' success

- What are the 10 commandments
- What are the 7 deadly sins

## METHODOLOGY

- Interactive Lectures
- Group Discussions
- Role-Playing Exercises
- Case Studies
- Hands-On Activities
- Feedback and Inquiry

**2**  
**DAYS**