



Symphony Digest

MyCoID:870359P

Programme ID: 10001732968

FOR INTERNAL & EXTERNAL CLIENTS

TELEPHONE

**SKILLS &
CUSTOMER
SERVICE**

**21 OCTOBER
2026**

9AM - 5PM

**RM888.00
(INCLUSIVE 8% SST)**

WHETHER DEALING WITH CLIENTS, COLLEAGUES, BOSSES OR BUSINESS ASSOCIATES, MANNERS AND ETIQUETTE IN COMMUNICATION WILL PROMOTE HARMONY AND COOPERATION. THIS COURSE IS SUITABLE FOR EVERYONE, INCLUDING NON-EXECUTIVES AND CLERICAL STAFF.

ZENITH CORPORATE PARK, PJ

TELEPHONE SKILLS & CUSTOMER SERVICE

COURSE OUTLINE



Module 1: Developing a Professional Telephone Voice

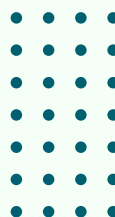
- The impact of voice, tone, pitch, pace, and volume
- Sounding confident, friendly, and professional
- The importance of clear pronunciation
- Using positive and courteous language
- Words and phrases to use and avoid
- Managing emotions through voice

Module 2: Mastering Incoming Calls Techniques

- The professional telephone call process
- Answering calls professionally
- Effective telephone greetings
- Identifying the caller's needs
- Placing callers on hold
- Transferring calls correctly
- Taking accurate telephone messages
- Closing calls positively

Module 3: Active Listening and Effective Questioning Skills

- The difference between hearing and active listening
- Barriers to effective telephone listening
- Listening for facts, feelings, and needs
- Using open and closed questions
- Probing and clarifying techniques
- Paraphrasing and confirming understanding
- Avoiding assumptions and misunderstandings
- Handling the irate caller



TELEPHONE SKILLS & CUSTOMER SERVICE



TRAINER'S PROFILE

The Trainer has accumulated wide experience in the field of management, communications, marketing and customer service having served in various management capacities in various industries. Her corporate experience in multinational firms instilled an invaluable experience in understanding the work issues facing her participants that attended her training mainly from the manufacturing, service and retail sectors.

She is a Certified Neuro-Linguistic Programming (NLP) Practitioner and a Certified Professional Trainer (CPT) from MIM and an accredited trainer of HRDC. She also holds a TAE40116 Certificate IV in Training and Assessment (Australia) which is a Work-Based Certification recognised within the Australian Qualifications Framework. She is also a Certified Masteries Practitioner Coach under the International Association of Coaching (IAC).

She has facilitated many workshops for managers, executives and support staff from corporate clients, the public sector, GLCs and NGOs. Some of her specialized field include Leadership, Supervisory skills, Coaching, Customer Service, Executive Development Program, Teambuilding, Emotional Intelligence and Professional Administrators Course.

REGISTRATION

PARTICIPANT DETAILS

Name:

Position:

Department:

Contact Number:

Email:

Name:

Position:

Department:

Contact Number:

Email:

ADMIN DETAILS

Name:

Position:

Department:

Company:

Contact Number:

Email:

Address:

Payment Method: ☐ Direct Payment ☐ Claim HRD

Notes:

- Cancellations made less than 14 days before the training date or non-attendance on the day of training are non-refundable. Substitution is allowed.
- Once registration is confirmed, the client is fully liable for the course fee, regardless of whether payment is made directly or through the HRDC grant, and even if participants do not attend the training.
- Clients who opt for direct payment must ensure full payment is made before the training date.
- HRDC grant applications must be submitted and approved before the training day. The maximum claimable amount is RM1,750 per participant per day. Any shortfall between the approved grant and the course fee must be topped up by the client.
- Should the number of confirmed participants be too low to ensure a meaningful learning experience, Symphony reserves the right to postpone or cancel the training.

