



## TSM Consulting - creating and delivering value

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**We are proud to present:**  
**Professional Telephone Etiquette**

Date	Venue	Price excl. Vat	Presenter	Duration & Time
13 April 2010	13 Synagogue Street, Paarl	R750 per person	Anne Jordaan	08h30 – 16h30

Our price is offered per delegate attending the workshop. This includes tea/coffee, refreshments and a detailed participant's manual. This fee does not include any other expenses, e.g., travelling or accommodation.

### Learner outcomes

By the end of this workshop participants should be able to:

- Understand the importance of customer service
- Use the telephone in a professional way
- Handle difficult clients and situations effectively
- Apply newly acquired telephone skills at work
- Develop a positive telephone attitude

### Who should attend?

This program is suitable for Switchboard Operators, Receptionists and any frontline personnel. To register, please go to the following link:

<http://www.tsm.co.za/registration.asp>

### Enquiries

For more information, please contact:

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