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All You Need to Know about Telephone Skills: For Home Study or Training Candidates (Paperback)

By MR Clive M Harman

Createspace Independent Publishing Platform, United States, 2016. Paperback. Condition: New. Language: English . Brand New Book ***** Print on Demand *****. Learning Telephone Skills At Last! You Can Get The Training on Telephone Skills and be Learning Successfully .Without Leaving your Home or If You Are a Trainer You Can Use It to Professionally Deliver Telephone Skills Training To your Candidates The Telephone is one of the most demanding task in any organisation lies in keeping all communication routes as open as possible because they are the veins and arteries carrying the organisation s life-blood and helps with customer service. The telephone is an essential shop window for any business. Yet, in many small offices, the phone is left to itself, covered in invoices, old coffee cups and whatever else goes to make up the detritus of everyday business. It is generally ignored, even when ringing, and then grudgingly answered on the thirteenth ring. However, the big problem is most training programmes on the subject is that they tell you what to do but leave you hanging on how to do it. You practically had to be a brain surgeon to figure it out. Now you can discover. The Right...


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