



Ministry of Education

Skills Development Fund Limited

SDFL
Creating Career Confidence ...

Telephone Skills and Etiquette Training for Secretaries and Front Office Staff

At the end of the workshop participants will be able to:

- Increase participant's awareness of the importance of superior telephone etiquette.
- Basic customer service principles and effective verbal communications.
- Encouraging participants to use fundamentals every day to reach a goal of responding professionally to each call.

Content:

- Superior telephone etiquette.
- Value of the receptionist's contribution to the image of the organization.
- Effective verbal communication and skills to facilitate customer service.
- Enhancing the ability to communicate effectively on the phone.
- Manage challenging calls with knowledge and skills and confidence improving quality and increasing productivity

Creating a unique customer service that reflects positively on the company

For whom : Receptionists, Secretaries, Any Officer Interested in this subject
Methodology : Lectures, Group Work (Physical)
Dates : 21st & 22nd February 2024
Medium : English/Sinhala
Duration : Two days (9.00a.m. to 4.00p.m)
Venue : SDFL Auditorium
Course Fee : 13,000/= Per Participant (This includes Lunch, Refreshments, Writing materials & Certificate for each)

We kindly request you to send us the,

1. Names
2. Telephone Numbers
3. Email Addresses of the participating officers.

Inhouse Training programme can be arrange on your request.

Apply to – Mr. Dasith Dintharu (Programme Officer)

Email: dintharudasith@gmail.com

Mobile: 071 775 84 85

Tel / Fax: 011 2058080

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