



ADVANCED PHONE UPS INC.

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Telephone Training Seminar Schedule for On Site Orientation.

8:45 a.m. to 9:10 a.m.

Managers Class (Orientation.)

9:15 a.m. to 10:30 a.m.

Prospecting, Team A
(Half of Sales Department / BDC)

- Program re-orientation.
- How to pull a name & number.
- How to ask for an appointment.
- How to show the customer you're listening.
- Answering the price question.
- How to verify appointment & phone number.
- How to get the client in that won't set an appointment.
- Working around Busy Schedules.
- Outbound Call Training.

10:45 a.m. to 12:00 p.m.

Prospecting, Team B
(Half of Sales Department / BDC)

1:00 p.m. to 1:30 p.m.

Phone Clinic Service
(Half Department)

- How to Up Sell Over the Telephone.
- The Proper Way to Place Someone on Hold
- Sharpening Your Phone Skills.
- Correcting Improper Phone Phrasing.
- How to Handle Irate Customers.
- Saving Time Handling the Phone.

1:30 p.m. to 2:00 p.m.

Phone Clinic Service
(Half Department)

2:00 p.m. to 2:30 p.m.

Phone Clinic Parts
(Half Department)

2:45 p.m. to 3:15 p.m.

Phone Clinic Parts
(Half Department)

3:30 p.m. to 4:00 p.m.

Phone Awareness Clinic
(Any Office Staff & Operators)