

Telephone Skills For The Professional

Make every call more positive and productive!

What voice will speak for you business?

Introducing...

"The Great Telephone Skills Workshop"

An incredibly innovative and cost effective solution for providing your team with the tools and motivation to project a positive image for your organization

For Complete Program Outline: ASEseminars.com

Your staff will learn the professional way to:

- Handle high call volume
- Use proper Etiquette
- Calm angry & upset customers
- Project a positive "phone identity"
- Answer questions and solve problems
- Win back people that have been mishandled
- Sustain motivation call after call

Who should attend the seminar?

What we cover in this seminar is critical to the success of:

- Receptionist
- Sales Professionals
- Secretaries
- Customer Service Representatives
- Office Managers
- Staff of small or home based businesses

This seminar is a valuable half-day investment for ANYONE who spends a considerable amount of time on the phone.

Register On-line www.GreatTelephoneSkills.com or Call 740-777-1711

Columbus

Tuesday July 26, 2011

8:30 – 12:00 & 1:30 – 5:00
The Aladdin Shrine Center
3850 Stelzer Road
Columbus, Ohio 43219

Pittsburgh

Thursday July 28, 2011

8:30 -12:00 & 1:30 – 5:00
The Hampton Inn - Greentree
555 Trumbull Drive
Pittsburgh, Pennsylvania 15205

ASE

American Success Educators

Half Day Seminar Only

\$79 Enroll Today!