

**NAME** : **Telephone manners and techniques for hoteliers**

**PURPOSE** : This program's aim is to teach the attendants how to utilize the telephone effectively and to give them the technical knowledge regarding the manners on the telephone. In addition the mistakes that are commonly done and how to prevent is taught along with how to handle angry guests on the phone and how to use telephone as a managerial tool.

**CONTENT** : The significance of the telephone, telephone manners, mistakes done on the phone, things to do before answering or making a call, handling difficult situations, coping with angry guests and using telephone as a marketing and managing tool. The program is supported by illustrations and video tapes.

#### **DETAILS OF THE SUBJECT:**

- **Introduction and aim of the program**
- **Scenarios and cases**
- **Do we know how to speak on the phone?**
- **Looking back to your telephone calls, what is your**
  - **Funniest experience?**
  - **Most irritating experience?**
  - **Most favorable experience?**
- **Problems we face when**
  - **We call**
  - **We are called**
- **History of communication and simple telephone technique**
- **Advantages and disadvantages of telephone**
- **Video No.1 (Telephone Skills – Hospitality On Line)+ Discussion**
- **Scenario + “Put a smile in your voice”**
- **Scenario + “Pen and Paper”**
- **The major mistakes done in hotels**

- **Scenario + “Talking with an angry guest”**
- **Scenario + “Message Form”**
- **Scenario + “Talking with an impolite guest”**
- **Video No.2 (Telephone) + Discussion**
- **Telephone techniques and manners for hoteliers**
- **Overview**