



Instructor: Wendy S.

## BUSINESS TELEPHONE SKILLS

**Machias Savings Bank, 4 Center Street, Machias, Maine**

**Course #: H1333LM**

**STARTING APRIL 7, 2020 FOR TWO SESSIONS**

**6:00 PM—8:00 PM**

### course description

The course provides practical call handling training, teaching participants' telephone techniques and skills to confidently answer calls, as well as how to constructively respond to customer telephone inquiries and handle customer complaints. This course applies to many CFTEA certificates and diplomas within educational career paths.

Successful completion of this chapter will increase your knowledge and ability to:

- Build rapport with customers
- Replace negative phrases with positive statements
- Identify the components of customer service over the telephone
- Define the various roles of a customer service representative
- Use active listening skills

Looking for more details? [Visit our website](#) for a detailed course description.

### how to enroll

Enroll online at our website, [CFTEA.org](#) under Business Skills.

### how class works

Course sessions is taught in a live environment, allowing for shared experiences and best practices. Taught by an experienced banking leader!

### tuition

\$245 per participant for two nights of training, and materials.

### withdrawal policy

CFTEA withdrawal policy is outlined within our latest catalog and on our website. Before class begins the enrollment may be transferred to another student with the approval of the student's employer and the CFTEA office.

### Would you like to know more about new educational career paths?

Visit us at [cftea.org](#) and follow us on Facebook!

# SPRING 2020 Registration and Offerings

## Select courses to register

### February 2020

- IRA Fundamentals—Machias, Maine 2/5/2020
- Medallion Signature Guarantee—Montpelier, Vermont 2/5/2020
- Notary Public Workshop—Montpelier, Vermont 2/5/2020
- Top 50 Important Safe Deposit Box Operating Procedures Webcourse –2/13/2020

### March 2020

- Quality Service Webcourse starts 3/4/2020
- IRA Fundamentals—Montpelier, Vermont 3/10/2020
- IRA Advanced—Montpelier, Vermont 3/11/2020
- IRA Fundamentals—Augusta, Maine 3/11/2020
- IRA Fundamentals—Rutland, Vermont 3/11/2020
- HSA Fundamentals—Montpelier, Vermont 3/12/2020
- Top 25 Safe Deposit Compliance Issues Webcourse 3/17/2020
- Written Communication Webcourse starting 3/17/2020
- IRA Fundamentals—Rockport, Maine starting 3/18/2020
- Modern Supervisor—New Gloucester, Maine starting 3/24/2020
- IRA Fundamentals—New Gloucester, Maine 3/31/2020

### April 2020

- Consumer Lending Webcourse starts 4/1/2020
- IRA Advanced—New Gloucester, Maine 4/1/2020
- Business Telephone Skills—Machias, Maine starting 4/7/2020
- IRA Fundamentals—Machias, Maine starting 4/9/2020

### April 2020

- HSA Fundamentals—New Gloucester, Maine 4/2/2020
- Legal Foundations in Banking Webcourse starting 4/2/2020
- Modern Supervisor—Gilford, New Hampshire starts 4/9/2020
- Enhance Your Potential, Build Your Leadership Narrative Certificate—New Gloucester, Maine starts 4/16/2020
- 30 Steps to Audit a Safe Deposit Department Webcourse 4/22/2020
- Communicate with Confidence, Comfort and Conviction—New Gloucester, Maine 4/22/2020

### May 2020

- Branch Manager Bootcamp—New Gloucester, Maine starts 5/6/2020
- Structuring Commercial Loan Packages—New Gloucester, Maine 5/20/2020

## REGISTRATION - Scan to [tammy@cftea.org](mailto:tammy@cftea.org)

Name: \_\_\_\_\_

Organization: \_\_\_\_\_

Month of Birth: \_\_\_\_\_ Day of Birth: \_\_\_\_\_

Email: \_\_\_\_\_

Contact Phone: \_\_\_\_\_

Register for courses selected above or another course and code:

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Approval Signature:

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