



Instructor: Wendy S.

BUSINESS TELEPHONE SKILLS

Machias Savings Bank, 4 Center Street, Machias, Maine

Course #: H1333LM

STARTING OCTOBER 20, 2020 FOR TWO SESSIONS

6:00 PM—8:30 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!

Fall 2020 Live & Webcourse Offerings and Registration

Select courses to register

On Demand

One price of \$295 per course and transcript credit for as many attendees that complete the two hour program within the six month access window. Attend one or both of these courses at a time and place that is convenient to your group across multiple organizational locations. See website for descriptions. Price includes access to presenter materials and supplementary handouts. These may be ordered at any time.

- Notary Public Overview
- Notary Public: More Than Just a Title

August 2020

- Verbal Communication Webcourse Accelerated 4 weeks starts 6/4/2020—6-8:30pm—Special Price \$399

September 2020

- Certified Modern Supervisor—New Gloucester, Maine for full days 9/15/2020, 9/22/2020, 9/29/2020 and 10/6/2020
- Principles of Banking—Machias Savings Bank, Machias, Maine for 8 weeks starting 9/16/2020 6-8:30pm
- Certified Modern Supervisor Webcourse starts 9/28/2020 for 8 weeks 6-8:30pm
- Enhance Your Potential, Build Your Leadership Narrative—New Gloucester, Maine –9/30/2020 & 10/7/2020—9am—Noon

October 2020

- Principles of Banking Webcourse starts 10/1/2020 6-8:30pm
- Communicate with Confidence, Comfort and Conviction—New Gloucester, Maine starts 10/1/2020 8:30am-4pm
- Banking Today Webcourse starts 10/6/2020 6-8:30pm
- Structuring Commercial Loan Packages 10/15/2020 8:30am-4pm

October 2020

- Business Telephone Skills—Machias Savings Bank, Machias, Maine for 2 nights starting 10/20/2020 6-8:30pm
- Handling Workplace Conflict Webcourse starts 10/21/20 for 2 nights 6-8:30pm

November 2020

- Working Effectively with Co-Workers Webcourse starts 11/3/2020 for 2 nights 6—8:30pm

December 2020

- Balancing Priorities—Machias Savings Bank, Machias, Maine for 2 nights starting 12/2/2020 6-8:30pm

Coming Spring 2021

- Legal Foundations in Banking Webcourse—TBA
- Quality Service Webcourse—TBA

REGISTRATION - Scan to tammy@cftea.org

Name: _____

Organization: _____

Month of Birth: _____ Day of Birth: _____

Email: _____

Contact Phone: _____

Register for courses selected above or another course and code:

Approval Signature:
