

Course title:	<b>E-mail and telephone etiquette</b>
Target group:	Call center, service representative, service manager, sales, marketing professionals and so on
Outcome:	The participants will be able to interact professionally with their customers and build up good business relationship via their professional business etiquette
Duration:	Half day or one day (9 am ~ 12:30 pm)
Guideline:	<ul style="list-style-type: none"> <li>• The advantage of making telephone call</li> <li>• Golden rule of telephone call</li> <li>• Techniques of making a business phone call</li> <li>• Video watching</li> <li>• Discuss and sharing</li>   <li>• The advantage of making e-mail</li> <li>• 3 golden rules of making e-mail</li> <li>• Some key points when writing e-mail</li> <li>• How to make your e-mail time-efficient</li> <li>• Examples of professional e-mail</li> <li>• Discussion and sharing</li> <li>• Summary</li> <li>• Q &amp; A</li> </ul>
	End of the day
Notice:	If time is allowed for one day, the participants will be able to have more chance to practice and sharing.