



Telephone Techniques

Dorothy Maxwell

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This five-hour program teaches proper telephone use to help students develop and maintain professional relationships, project a positive company image, and provide reliable service. The program includes a consumable text-workbook, an instructor's manual and key, and a 40-minute videotape. In addition to the content listed below, the text also includes reinforcement exercises, self-assessments, case studies, reference charts for on-the-job use, and a glossary.

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