

Great Telephone Customer Service

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Learning outcomes:

- Learn about the different ways we communicate over the telephone
- Develop understanding of phone etiquette and mistakes we make on the phone
- Understand how we can make an impact without being physically present

What you will need:

- 13 felt pads
- 1 dice
- 6 sets of 'telephone customer service' cards
- 8 'we want to win' cards
- A copy of your own internal policy on telephone etiquette if you have one
- Prize for the winning team (optional)

Content and suggested timings:

Set up game and give instructions	10 mins
Play the Telephone Customer Service game	80 mins

Total duration: **90 mins**

Note: This game can be played again and again or otherwise over two hours if you want to reinforce the skills and provide plenty of discussion time.

There is just one exercise in this module – a game. We have suggested you play the game for an hour and a half. However, there is enough material here for at least two hours, so you might want to revisit the game at a later date.

Whilst some of the questions can be answered with yes/no answers, this game provides an opportunity for you to really challenge delegates on what they do, how they do it and what standards your organisation expects. Some of the prompts for you, the trainer, are given on the back of each card but you should ask any and all questions that are relevant to ensure good learning, discussion and consideration of the issues.

This game also provides a great opportunity for you to present to delegates, or otherwise to remind them and reinforce knowledge of existing customer service standards within your organisation.

Setting up

You might want to source a prize to reward the winning team at the end.



You will need to clear a large space in the centre of the room or find a large empty space for this exercise. It would be helpful though to keep one small table/desk to put in the centre of the circle.

PLEASE NOTE: This is a one-page sample only. If you would like to download a full one-hour module and you are a new customer, then email us: help@trainingwizard.co.uk and we will provide you with a discount code so you can download any module for £5+VAT.