



Todd Van Beck

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Telephone Etiquette & Best Practices for Funeral Homes



Program Description:

The telephone is the lifeline of the funeral home and cemetery. Most all first calls, price shopping inquiries and general business is conducted over the phone.

Program Goal / Objective:

The goal of this seminar is to heighten the sensitivities and improve profession concerning basic telephone skills and etiquette. More business opportunities are lost due to poor phone service and poor telephone treatment than poor products. Meeting our clientele by phone can be very successful or just the opposite.

This seminar will better equip the staff to professionally interact with the public, create additional credibility for the firm and smooth crisis call situations.

To register, VISIT

www.FuneralDirectorCEUs.com

or simply CHECK the box below and fax it to
250-483-5455

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\$97 – Telephone Etiquette and Best Practices- 8 December 2010 - 1PM EDT/10AM PDT

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