



COLLEGE OF INSURANCE & PROFESSIONAL STUDIES

Presents

IMPROVING CLIENT CARE: TELEPHONE TECHNIQUES COURSE

PRESENTER: Georgia Donaldson, Director – Corporate Division, Caribbean Legal and Professional Institute Ltd.

TARGET GROUP: Administrative Professionals in your organization who deal with customers (whether internal or external), Customer Service Representatives, Telephone/Switchboard Operators

SEMINAR CONTENT

- What customers hear
- Introduction and endings
- Putting the customer first
- Understanding your voice
- Choosing the right words
- Getting the message
- Offering help
- Answering calls speedily
- Using questions to gain information

COST: Members - \$5,500.00
Non-members - \$6,875.00
(including lunch, coffee break and seminar material)

VENUE: College of Insurance & Professional Studies

DATE: Tuesday May 30, 2006

TIME: 9:30 A.M. – 4:30 P.M.

On completion of this seminar, participants will receive a Certificate of Participation.

For further information contact:

COLLEGE OF INSURANCE & PROFESSIONAL STUDIES

3a Richmond Avenue Kingston 10, Jamaica W.I.

Tel:(876) 929-3340,929-6146, 929-6159, Digiline: 383-2411Fax: (876) 929-6117

E-mail: info@collegeofinsurance.edu.jm

Website: www.collegeofinsurance.edu.jm

PROFILE ON PRESENTER

Georgia Donaldson
Director – Corporate Division
Caribbean Legal & Professional Institute Ltd

Georgia Donaldson is a trainer, facilitator and human resource specialist. With over 20 years experience in the Shipping Industry in administration, human resource management and event planning, Georgia brings dynamism and a wealth of knowledge to the business of training.

Numerous employees and organizations throughout Jamaica have benefited from seminars and workshops lectured and facilitated by Georgia. She is also an adjunct lecturer at the Caribbean Maritime Institute.

Georgia acquired her formal tertiary education at the College of Arts, Science and Technology (now University of Technology) where she studied personnel management and at the University of the West Indies where she obtained a Bachelor of Science Degree in Management Studies. Georgia holds a certificate in Project Management from the University of New Orleans and has participated in numerous training programmes in management.

Georgia is co-founder of Caribbean Legal & Professional Institute Limited and heads the Corporate Division. She is a member of the Human Resource Management Association of Jamaica and Vice President – Education for CIPS Toastmasters Club.



REGISTRATION FORM

For

IMPROVING CLIENT CARE: TELEPHONE TECHNIQUES COURSE

TUESDAY MAY 30, 2006

Please register the following participant(s) in the abovementioned Seminar

ORGANISATION:		
ADDRESS:		
NAME AND POSITION OF PERSON AUTHORISING REGISTRATION:		
AUTHORIZED SIGNATURE:		
TEL:		FAX:
DATE:		EMAIL:
NAME OF PARTICIPANT	TITLE	EMAIL
1.		
2.		
3.		
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7.		
8.		
9.		
10.		

I understand that the total amount payable is \$ _____

Enclosed is a cheque made payable to the:

COLLEGE OF INSURANCE & PROFESSIONAL STUDIES
3a Richmond Avenue, Kingston 10.
Tel: 929-3340/2/3, Fax: 929-6117, E-mail: info@collegeofinsurance.edu.jm

NOTE: *Kindly ensure that fees are paid before or on the day of the seminar.*