



الكلية الوطنية لتقنية السيارات
National College of Automotive Technology

Course Overview

This course enables the learner to provide part sales teams with the professional telephone etiquette needed in order to create a positive impression of the company

Who is the course for?

Parts sales advisors, or any individual who has the required knowledge in management and business terminology in automotive industry

What will I get out of it?

- Identify how customers react to the manner in which telephone enquiries are handled by different companies and personnel
- Identify the perception of prospective customers and parts and accessories sales teams
- Identify how to exceed the needs and expectations of customers and prospective customers
- Distinguish the differences between auditory and visual communication
- Describe the attitude and behaviour needed by parts and accessories sales advisors when responding to telephone calls

Course Duration

25Hours (5 days)

Course Format

Labs /workshop

Course Fees

200 Omani Rial

Language

Arabic/English