

companymanager
WE SUPPORT YOUR BUSINESS

GROW YOUR

BUSINESS

WITH US



Premium Telephone
Service Policy



companymanager
WE SUPPORT YOUR BUSINESS



**EXCELLENCE IN EVERY
CONVERSATION
COACH**

Our Service Philosophy

Every telephone interaction is more than just a conversation, it is a defining moment in how our brand is perceived. A professional, empathetic, and solutions-driven approach builds trust, fosters long-term client relationships, and reflects our commitment to excellence.

Our objective is for every caller to feel acknowledged, respected, and exceptionally supported.



Contact Us
0428 611 884



Visit Our Website
www.companymanager.au



Our Location
4210 Oxenford QLD

CREATING A POWERFUL FIRST IMPRESSION

01

START EACH DAY WITH CLEAR INTENTION

The opening moments of a conversation shape the entire client relationship.

Standards:

- Calls should ideally be answered within three rings.
- Maintain a warm, calm, and professional tone of voice.
- Clients must never feel rushed or dismissed.

Premium Greeting:

"Good morning, this is [First Name Last Name] from [Company]. How may I best assist you today?"

☞ Smile while speaking – it can be heard.

02

PRESENCE AND UNDIVIDED ATTENTION

TDuring every conversation, the client deserves our full focus.

Not acceptable:

- ✗ "I need to hang up quickly."
- ✗ "Another client is waiting."
- ✗ "I don't have time right now."

Premium Alternative:

"To ensure I can give your matter the attention it deserves, may I briefly place you on hold or return your call within [specific timeframe]?"

☞ Quality must always take precedence over speed.

CREATING A PROFESSIONAL COMMUNICATION

03

ACTIVE LISTENING AT THE HIGHEST LEVEL

People want to feel heard – not processed.

Demonstrate genuine listening by:

- Allowing the client to finish speaking
- Avoiding premature solutions
- Asking targeted questions
- Summarising the key concern

Example:

"If I understand correctly, what is most important to you is...

Have I captured that accurately?"

- ☛ Active listening reduces misunderstandings and significantly improves resolution outcomes.

04

LANGUAGE BUILDS TRUST

Our choice of words must always be clear, positive, and professional.

Avoid:

- ✗ "I have no idea."
- ✗ "That's not possible."
- ✗ "That's not my responsibility."

Premium Phrasing:

- ✓ "I will gladly clarify this for you."
- ✓ "I will take ownership of this and update you promptly."
- ✓ "Allow me to identify the best possible solution for you."

- ☛ We communicate with a solutions mindset

CREATING A POWERFUL CLIENT EXPERIENCE

05

MANAGING HOLD TIMES PROFESSIONALLY

Inform the caller before placing them on hold

Provide a clear time estimate

☛ Offer a callback for longer delays

Example:

"This will take about two minutes – may I place you on hold?"

☛ Priority: Always honour promised callbacks.

06

EMPATHY AS A MARK OF QUALITY

Show understanding and appreciation

Use reassuring language

Take personal ownership

Examples:

"I understand this may be frustrating."

"Thank you for your patience."

"I will personally take care of this."

☛ Clients remember how they were treated.

CREATING A POWERFUL OWNERSHIP

07

OWNERSHIP OVER ESCALATION

The first point of contact remains responsible until the matter is fully resolved.

Golden Rule:

☞ The client is never passed around.

If a transfer is required:

"I will connect you with my colleague who specialises in this area and brief them on your situation so you won't need to repeat your request."

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STRUCTURED AND CALL LEADERSHIP

A professional call follows a clear structure:

1. **Welcome**
2. **Understand**
3. **Clarify**
4. **Resolve**
5. **Summarise**
6. **Close with appreciation**

Premium Closing:

"Is there anything further I may assist you with today?"
"Thank you for your call – we truly value your trust."

CREATING A POWERFUL EFFICIENCY & RESPONSE

09

RELIABILITY IS A BRAND PROMISE

We honour every commitment we make.

- Callbacks occur as agreed
- Deadlines are respected
- Outcomes are communicated proactively

☞ Reliability is remembered longer than speed.

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DISCRETION AND DATA PROTECTION

Confidentiality is fundamental to our professionalism.

- Sensitive information is handled with the highest level of care
- Conversations are not conducted within audible range of others
- Information is shared only with authorised parties

☞ Trust is built where discretion is standard practice.

CREATING A POWERFUL TRUST & CONFIDENTIALITY

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THE VOICE OF OUR BRAND

On the telephone, we are the company.

Our voice conveys:

- Competence
- Confidence
- Respect
- Solution expertise

Every call is an opportunity to create a lasting positive impression.

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OUR QUALITY COMMITMENT

We champion a communication culture that combines professionalism with genuine human connection.

Our Aspiration:

- ✦ Not merely to satisfy – but to positively exceed expectations.

Because exceptional telephone service is never accidental.
It is a deliberate choice.

Business Consulting Services

Our Services:



Strategic Planning



Market Analysis
and Research



Sales Training



Webdesign and
Marketing



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