



Hotlines. Episode 1, appreciating human differences /

Video Education Australasia,
2006

Instructional films.

Material Proyactable

People come from a wide range of backgrounds with a varying range of needs and abilities. It is essential that call centre staff accommodate these differences in a natural and professional way. Key Learning Points: Speak clearly. Avoid jargon and slang. Slow down if necessary. Use repeats and pauses. Personalise service

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Título: Hotlines. Episode 1, appreciating human differences produced by Ash Quarry Productions

Editorial: Bendigo, Victoria Video Education Australasia 2006

Descripción física: 1 online resource (11 min.).

Duración: 001127

Mención de serie: Academic Video Online

Nota general: Title from resource description page (viewed Apr. 28, 2014)

Lengua: In English Original language in English

Materia: Centros de atención telefónica- Employees- Training of Customer relations

Entidades: Ash Quarry Productions. pro

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