Workshop on Telephone Essentials

Main Contents:
- Common telephone language errors in Hong Kong
- Opening a telephone conversation effectively
- Language for taking and leaving messages
- Clarifying techniques on the phone
- Tone in speech – the use of your voice
- Making and handling requests over the phone
- Avoiding awkward silences
- Closing a call on the right note

Trainer:
Mr. Matthew Bentley, Director – E-quip Training Ltd.
- British native
- Education:
  - BA (Hons) Geography
  - Trinity Certificate TESOL; BULATS assessor

Matthew has worked in corporate training in Hong Kong for the past thirteen years and throughout this time built up considerable experience in providing and managing the highest quality of training to local and multinational companies as well as government departments.

Matthew has taught or managed training contracts for over 500 clients. Before setting up E-quip, Matthew worked for another corporate training company for nine years as a Trainer, Training Manager and finally the company’s General Manager.

Course Details:
- Date: 25 May 2016 (Wednesday)
- Time: 3:30 – 5:30 pm
- Venue: TBC
- Trainer: Mr. Matthew Bentley
  - Director of E-quip Training Ltd.

{Class will be conducted in English with English notes.}

Matthew has built up extensive experience in conducting, organizing and managing training for all industries but is particularly experienced in providing training solutions to the public sector as well as finance, hotel, retail and shipping industries.

Matthew is adept at teaching all elements of business, English, but is also highly competent in teaching other communication skills including high-level writing and presentation skills. He adopts a highly interactive and participant-focused approach to teaching that enables participants to immediately grasp and use the language and skills taught.

Matthew is the co-founder and Director of E-quip, an e-commerce and corporate training business based in Hong Kong. He puts care and energy into every class meaning participants learn in a fun and rewarding environment.

For details, please contact Bobo Li, x 2173 of the Personnel Office