

# Call Center Training

## Speak Right for the hottest Career Option

Let's Talk training centre, offers high quality training for the aspirants of the Call Centre Industry, meeting strict standards of Instructional excellence. Let's Talk prepares you for a career in the Call Centre Industry developing, English Communication skills for every one who wants to enter the call centre Industry.

The Training module covers Common Errors in Indian English, Soft Skills, Voice-n- Accent, Interview Preparation to crack down all Interview rounds successfully. If you have been wondering how you can pick up skills required for a Call Centre job quickly, this training module is for you.

### Call Centre Training Module ( 3 weeks)

#### A. Introduction

What is a Call Centre  
Types & Functioning of Call Centre  
Career in a Call Centre

#### B. Soft Skills

Communication Skills - Elimination of errors in Indian English  
Telephonic Skills - Outbound / Inbound / Marketing skills  
Reading & Listening skills

#### C. Accent

Neutral Accent - Reduction of Mother Tongue Influence (MTI)  
Jaw Exercises / Pronunciation of Consonants & Vowels  
Intonation Syllable Stress  
Introduction to US & UK Accent

#### D. Personality Development.

Attitude Management  
Killing Nervousness & Building Confidence  
Body language & Dress Code  
E. Interview Skills

#### E. Interview Skills

Resume Preparation  
Round of Interviews ( Extempore / Group Discussion)  
Grammar / Aptitude / Listening Skills)  
Personal Interview  
Mock Sessions



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Sunday - Saturday  
7:00 am - 9:00 pm