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Course link

HomeTown Health L x

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HOMETOWN HEALTH HOSPITALITY CERTIFICATION

COURSE CATALOG CALENDAR GLOSSARY FAQ

Login | Register

PCHHS210-13: Telephone Etiquette [0.1 CEU]

Course Catalog > PCHHS210-13: Telephone Etiquette [0.1 CEU]

The telephone is the most powerful tool for your hospital or clinic. When you pick up the phone, you are opening the door to perform one of the most important duties in your job description. It is paramount that you are polite and helpful at all times, whether you are making a call or answering one. This course will equip with skills and tips for using the phone effectively and efficiently at all times. The course covers greeting, getting resuly and using automated systems.

LEARNING OUTCOMES: Upon completion of this course, you should be able to:

- List basic telephone procedures and ways to sound professional.
- Identify strategies to reduce customer complaints regarding phone interaction.
- Employ methods for developing good habits for automation and voicemail.
- Employ methods for making successful phone calls.

THIS COURSE IS INCLUDED IN THE HEALTHCARE HOSPITALITY CERTIFICATION.

Learning Outcomes Standard:
Based upon proper telephone etiquette.

Learning Outcomes Conditions:
Listen to voiced course in its entirety.
Complete course within 30 days.
Pass final quiz with a 80% or better.
Complete Course Evaluation.
Handouts provided in the Digital Library.
Glossary Terms provided in Glossary.

You will receive a completion certificate with 0.1 CEU/1 credit hour for this course when all Learning Outcomes Conditions have been met.

If you have any questions or concerns regarding this course, please contact Elizabeth Watkin at elizabeth.englishlab.watkin@gmail.com.

Minimum technological requirements: [click Online Course Tech Requirements](#)

Max Subscription 30 Days
Days:
CEU: 0.1
Price: US \$10.00
by AuthorizeNet
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POWERED BY EDUWRITE

You will be taken to a page where you must register as a user.



Register - HomeTown Health University

Registering for Course PCHHS210-13: Telephone Etiquette [0.1 CEU]

Username:*
Username must be at least 4 characters long. Use only letters and numbers without any spaces.

Username is available

Email:*

Password:*

Retype Password:*

First Name:*

Last Name:*

Your organization:* If your organization is not listed, choose "Other Facility"

Employment Org Name:
If your organization isn't listed above, please enter here.

Employment Title:*

Profession:

Employment Mailing Address:*

City:*

Congratulations! You've taken the first step in learning to use the HomeTown Health University's online learning center.

Here are a few things you should know:

- You must Register with a valid email address
- If you have already created an account before, you can proceed to [Login](#)
- If you have difficulty in logging in, try using [Forgot Password](#)

Once you click register on the bottom of the registration page you will be taken to a payment page.

Item: PCHHS210-13: Telephone Etiquette [0.1 CEU]

Amount: 10.00 USD

If you have a coupon code, please enter it now to get the applicable discount

Coupon Code: [Apply Coupon](#)

Customer Information

Customer Name*:

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City*:

State*:

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Zip Code*:

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Card Details

Card Number*:

Enter only number, without any spaces or - separator (Example: 5163201200000000)

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Click the Buy Now button when you are ready to pay.

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