

SCHOOL\_\_\_\_\_

STUDENT TRAINING PLAN FOR COOPERATIVE EDUCATION

INSTRUCTOR\_\_\_\_\_ PHONE NUMBER\_\_\_\_\_

STUDENTS NAME:

ADDRESS:

TOWN: STATE: ME. ZIP:

PARENTS NAME:

SOCIAL SECURITY NO:

DOT CODE : 299.357-014 Telephone Solicitor (any industry) Telemarketing

GENERAL GOALS FOR THE STUDENT LEARNER: Solicits orders for merchandise or services over telephone. Calls prospective customers to explain type of service or merchandise offered. Quotes prices and tries to persuade customer to buy, using prepared sales talk. Records names, addresses, purchases, and reactions of prospects solicited. Refers orders to other workers for filling. Keys data from order card into computer, using keyboard. May develop lists of prospects from city and telephone directories. May record sales activity.

OBJECTIVES TO BE COMPLETED BY THE STUDENT LEARNER:

1. Understanding the Telemarketing Industry
2. Service to the customer
3. Marketing of the product
4. Staying abreast of the product that is being sold
5. Being educated and trained in the Telemarketing sales field
6. Pros and cons of the Telemarketing industry
7. Ability to understand the product that is being sold.

SKILLS THE STUDENT LEARNER SHOULD ACQUIRE DURING HIS/HER TRAINING PROGRAM:

1. How to read from a prepared sales presentation
2. How to call prospective customers
3. Ability to quote prices over the phone
4. Pleasant phone voice
5. Courteousness to the customer
6. Customer relations
7. Ability to follow directions
8. Understanding the value of the product that is being sold
9. Proper use of the phone system
10. Ability to use both the hardware and software packages of the industry
11. Proficient computer skills
12. Work as a team member for a common goal
13. Be on time to work
14. Develop proper attitudes toward the job
15. Understand the mission of the business.

SAFETY FEATURES THE STUDENT SHOULD KNOW ABOUT HIS/HER PLACE OF EMPLOYMENT:

1. 1.EMERGENCY PHONE NUMBERS (911)
2. 2.SAFETY GLASSES
3. 3.WORK GLOVES
4. 4.FIRST AID KIT
5. 5 PROPER CLOTHING AND UNIFORMS
6. 6,EYE WASH
7. 7.EMERGENCY EXITS
8. 8.FIRE BLANKET.
9. FIRE EXTINGUISHERS. LOCATION AND PROPER USE OF THEM.