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**Dear Valued Client,**

Greetings from Business Maker Academy, Inc.----a training center for business, finance, human resources & leadership that has served more than 150,000 clients since 2003 and is an accredited learning institution of the Civil Service Commission (CSC) & PHILGEPS.

You are cordially invited you to attend our training program on:

**TELEMARKETING & OUTBOUND SALES**

Date: \_\_\_\_\_  
Time: \_\_\_\_\_

Attached below are the Registration Form & the Course Brochure. We look forward to a fun and rewarding learning experience with you. Feel free to contact us for any questions or clarifications.

Thank you very much,  
BMA Management

**REGISTRATION FORM**

Please submit via: Email to [info@businessmaker-academy.com](mailto:info@businessmaker-academy.com) | Viber: (0912) 2231826

Booking Officer Name: \_\_\_\_\_  
Position: \_\_\_\_\_  
Company: \_\_\_\_\_  
Company TIN: \_\_\_\_\_  
Industry: \_\_\_\_\_  
Tel No: \_\_\_\_\_  
Cel No: \_\_\_\_\_  
Email Address: \_\_\_\_\_

Total Number Attendee(s) for Enrollment: \_\_\_\_\_  
Note: Please indicate full name below:

Attendee 1: \_\_\_\_\_  
Cel No: \_\_\_\_\_  
Email Address: \_\_\_\_\_

Attendee 2: \_\_\_\_\_  
Cel No: \_\_\_\_\_  
Email Address: \_\_\_\_\_

Attendee 3: \_\_\_\_\_  
Cel No: \_\_\_\_\_  
Email Address: \_\_\_\_\_

Attendee 4: \_\_\_\_\_  
Cel No: \_\_\_\_\_  
Email Address: \_\_\_\_\_

Attendee 5: \_\_\_\_\_  
Cel No: \_\_\_\_\_  
Email Address: \_\_\_\_\_

*(More than 5 participants, pls attach extra sheet)*

Would you like to request for billing statement?  Yes  No  
How did you find us? \_\_\_\_\_  
Use Promo Code: \_\_\_\_\_

**ENROLLMENT DETAILS**

**SCHEDULE:**

- Pls visit <https://businessmaker-academy.com/training-schedule/>

**WEBINAR:**

- Duration: 2 sessions x 4 hrs.
- Time: AM Sched: 8:30am to 12:30pm  
PM Sched: 1:30 to 5:30 pm
- Venue: Zoom

**SEMINAR:**

- Duration: 2 days x 8 hrs
- Time: 9am to 5pm
- Venue: 1503A West Tower, Tektite Bldg, Exchange Rd., Ortigas Center, Pasig City Philippines

**TRAINING FEE:**

- Webinar Fee = Php 4500+VAT
- Seminar Fee = Php 8500+VAT

**MODE OF PAYMENT:**

- Bank Deposit:  
Account: Business Maker Academy, Inc.  
BPI SA# 4013-0306-64  
BDO SA# 000-280-622-422  
Landbank CA# 3732114830
- Paypal: pls contact us
- Dragonpay: pls contact us
- Gcash: pls use QR code below



**BUSINESSMAKER ACADEMY & HR CLUB PHILIPPINES**

**TELEMARKETING  
& OUTBOUND SALES****WEBINAR | SEMINAR**  
[www.businessmaker-academy.com](http://www.businessmaker-academy.com)**TELEMARKETING &  
OUTBOUND SALES****“How to Do Outbound Sales and Sales  
Calls with Confidence”****Seminar:** 2 days x 8 hrs. (total of 16 hrs)**Webinar:** 2 sessions x 4 hrs. (total of 8 hrs)**COURSE DESCRIPTION:**

Telemarketing is not for the faint of heart as it requires resilience and the ability to handle rejection positively. This 2-day course prepares participants to get the right motivation and mind-set for cold calling. It arms them with effective strategies for customer call handling and provides effective time and stress management techniques to handle the challenges of the job. More importantly, it shows proven techniques to help participants market and sell products without irritating customers.

**WHO SHOULD ATTEND:**

Telemarketers, Sales Professionals, Lead Generators or any person who handles sales and marketing for their company.

**PERFORMANCE OBJECTIVES:**

Upon completion of this workshop, participants should be able to develop confidence in doing sales calls and communicate effectively with their target customers.

**LEARNING OBJECTIVES:**

By the end of this course, the participants shall be able to:

- Comprehend the work involved in telemarketing & tele-sales
- Identify target customers and their needs
- Present a confident persona when doing sales calls
- Practice and use sales call techniques
- Determine desired call to action responses
- Identify and use stress management techniques

**COURSE TOPIC HIGHLIGHTS:**

1. Scope of Telemarketing & Tele-sales
2. Roles & Functions of the Telemarketing Team
3. The Telemarketing Mindset
4. Types of Customers

5. Gatekeepers & Decision-makers
6. Approaching Different Types of Customers
7. Speaking with Confidence
8. Your Telemarketing Persona
9. Call Planning & Preparation
10. Voice Clarity, Tone and Control
11. Cold Calling Techniques
  - Call Objectives & Call to Action
  - Getting Your Message Across with Limited Time
  - Spiels & Scripts
  - Anatomy of a Telemarketing Script
  - Effective Openers for Outbound Calls
  - Qualifying Questions
  - Your Sales Pitch & Offer
  - Handling Objections
  - Closing
12. Call to Actions
13. Market Research & Data Update
14. Lead Generation & Appointments
15. Selling Products & Services
16. Sample Telemarketing Scripts
17. Managing your Telemarketing Career
18. Motivational Techniques
19. Time & Stress Management

**TRAINING INCLUSIONS:**

- Live Webinars are conducted via Zoom and includes eCertificate of Completion. Printed Certificates may be requested with minimal processing fee of Php100 plus shipping fee.
- Live Seminars are conducted at BMA Training Center and includes: Certificate of Completion, Seminar Kit, Meals and Drinks. Plus: non-transferable one-time refresher seminar session within one year.

**BUSINESSMAKER ACADEMY & HR CLUB PHILIPPINES**

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