



Course Title Telesales Induction

Who should attend? New Telesales Staff

Overview What new Telesales Staff need to know about us, our products and our systems.

Duration As needed

Course Content

- 1) Eclipse
- 2) CID
- 3) Intro to Remortgage & Conveyancing
- 4) GWLive
- 5) New Introducers
- 6) New Instructions
- 7) Our Products & fees
- 8) Test of knowledge