

TELEPHONE ETIQUETTE




Answering the Telephone

1. Pick up the phone in three rings . More than three rings signals chaos in your office or inattentiveness.
2. Greet the caller, e.g. “hello”, “good morning”. Good manners shows you respect the caller.
3. Give your name. This is a courtesy that serves to personalize the customer service experience as well as allowing the customer to hold you accountable for your level of service.

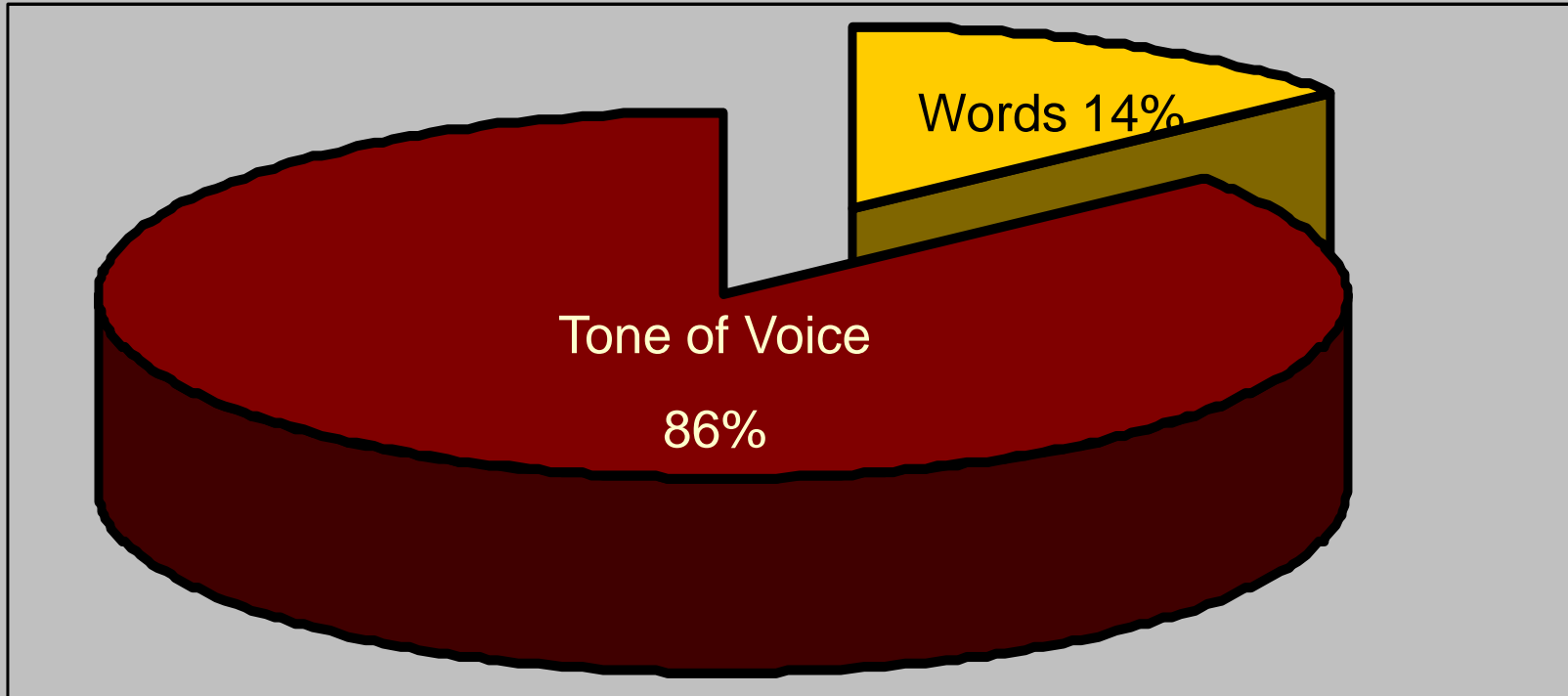
Answering the Telephone

4. Ask the customer if or how you can help. Asking to help tells the customer you are there to serve his/her needs and to solve his/her problems. This also leaves the customer with a positive impression.
5. The greeting is key, it sets the tone and style of the whole interaction.



Good morning, thanks for calling the
ABC Hotel. My name is XYZ. How
may I help you?"

Telephone Etiquette



Telephone Etiquette

- Customer forms a mental *PICTURE* of you
 - *P* – PITCH
 - *I* – INFLECTION
 - *C* – COURTESY
 - *T* – TONE
 - *U* – UNDERSTANDING
 - *R* – RATE
 - *E* – ENUNCIATION



Interviewing Techniques

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- Open-ended questions / Closed-ended questions

- Linking questions

- Using supportive statements

- Key words repetition

- Using summaries

- Counter productive questions

- Probing questions

- Providing non-verbal encouragement

- Showing empathy with your client

- Using the pause

- Dealing with mistakes

- Checking facts & asking for specific information

Personal Qualities For Phone Work

- Self Motivation
- Determination
- Sense of Humor
- Self Esteem
- Professionalism
- Enthusiasm
- Persistence
- Flexibility
- Quick thinking
- Being Thick-skinned



Tips for Telephone Etiquette

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- **Before you answer, be prepared:**
 - Have your computer switched on.
 - Have pens, pencils and notepad ready.
- **In answering the phone:**
 - Answer calls promptly by the second or third ring.
 - Smile as you pick up the phone.
 - Use your ‘telephone’ voice, controlling your volume and speed.
 - Project a tone that is enthusiastic, natural, attentive and respectful.
 - Greet the Customer, identify your Company and yourself.

Tips for Telephone Etiquette

- **In the course of the conversation:**
 - Focus your attention on the Customer.
 - Enunciate/articulate clearly. Speak distinctly.
 - Use simple English – avoid Jargon and Acronyms.
 - Use action specific words and directions.
 - Use the Customer's name during the conversation.
 - Always speak calmly and choose your words naturally.

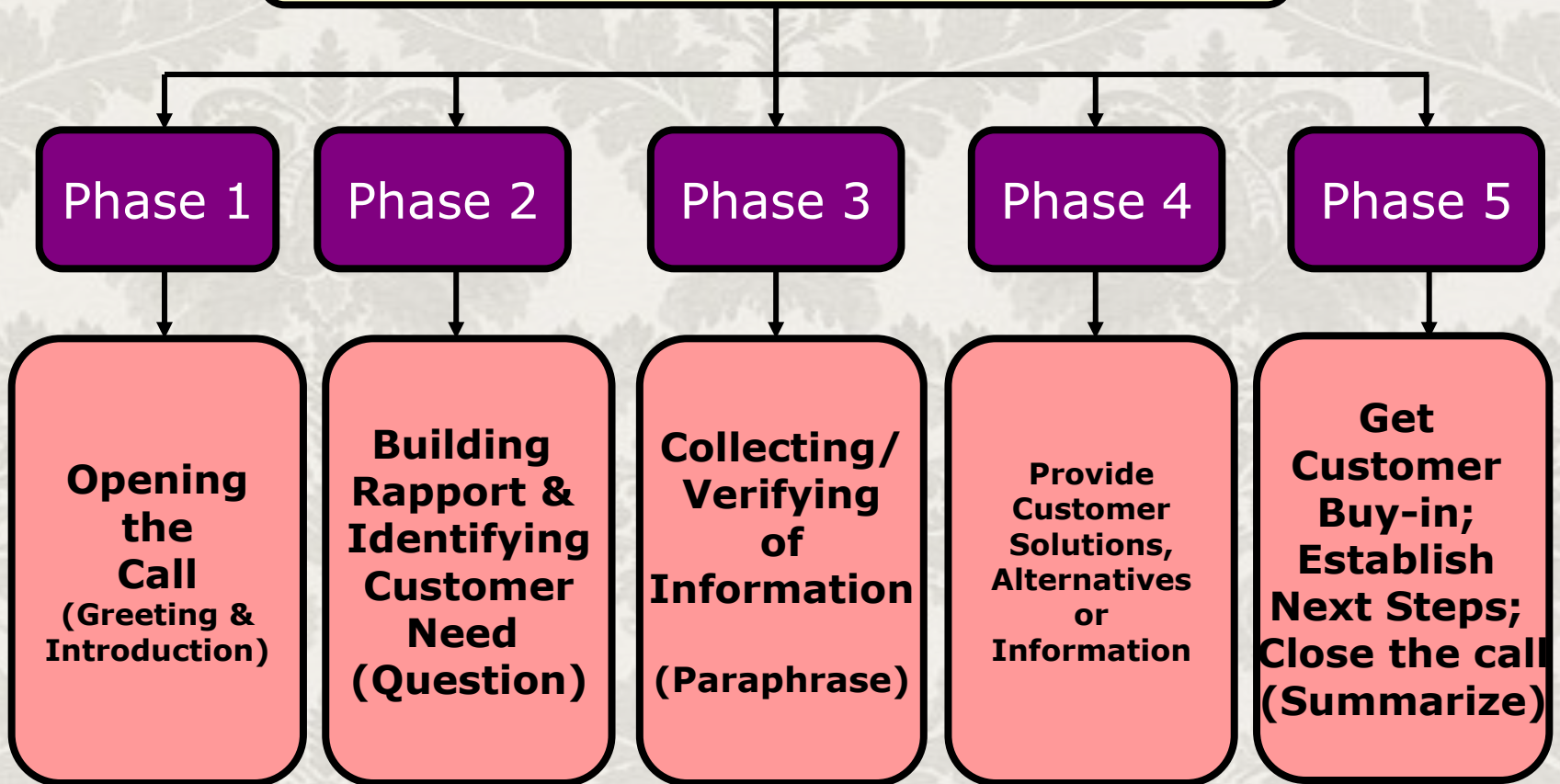
Tips for Telephone Etiquette

- **Avoid forbidden phrases:**
 - “ I don’ t know.”
 - “I/we can’ t do that.”
 - “You’ ll have to....”
 - “Just a second.”
 - “No.”

Handling Irate Customers

- The first step in handling an Irate Caller is to simply hear the other person out.
Listen intently. Allow the Customer to vent some frustration.
- **Empathizing** allows you to understand another person's motives without requiring you to agree with them.

5 Phases of a Call



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