

TELEPHONE TIPS



ANSWERING THE TELEPHONE

Answer promptly! Speak clearly.
Be alert and ready to listen carefully
Identify your business, then yourself.
Ask: "May I help you?"

HOLDS

Always ask if you may put caller on hold.
"I will need to check on that. Would you rather wait or shall I call you back?"
Delay: Return to the line after 30-40 seconds.
Check caller's preference if further delay is necessary.
Return to the line: "Thank you for waiting, Mr. Jones. Sorry for the delay."

When the requested person is not available:

"Mr. Law is out of the office at the moment."
"Mr. Law will be out of the office until ____."
"Mr. Law is on another line. May I take a message?"

TAKING MESSAGES

Keep paper & pencil easily available!
Politely request information:
"May I have your name, please?"
"Could you please spell that for me?"

"May I have that number again, please?"
Write clearly. Repeat information back to ensure correctness.

ACTIVE LISTENING

Focus on the incoming message.
Listen for key points and ideas.
Do not jump to conclusions.
Ask questions for clarification.
"Can you tell me more?"
Respond with rephrased statements.
"So what you are saying is..."
Choose words that convey meaning accurately.

PLACING CALLS

Plan ahead by noting points to cover, questions to ask.
Gather any needed information.
Identify yourself.
Ask, "Is this a convenient time to talk?"

PERSONAL CALLS

One or two personal calls a day at work is a reasonable amount.
Limit these calls to necessary matters, and keep them short.

LEAVING YOUR WORK LOCATION:

Always notify the person taking calls when leaving your work location.
Tell them when to expect your return.
Upon return, pick up phone messages and return calls promptly.

CONCLUDING CALLS

Summarize the action required or promised.
Assure the caller the action will be taken.
Thank the person for calling.