

# Office Procedures

Telephone Techniques



# Telephone Etiquette

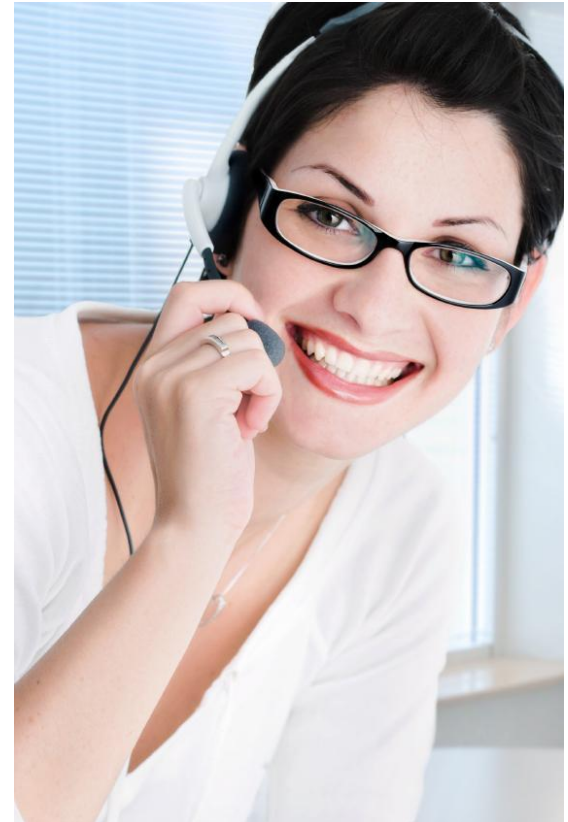
- \* The caller has only your voice with which to “see” you and your company.
  - \* Speak **clearly**
  - \* Speak **slowly**, especially with callers with language issues

# Telephone Etiquette

- \* The caller has only your voice with which to “see” you and your company.
- \* Speak **professionally** (avoid using slang)
  - \* Yes, or Certainly (instead of Yeah)
  - \* Yes, or Of course (instead of Uh-huh)
  - \* How are you today? (instead of Wazzup!)

# Telephone Etiquette

- \* Smile!
  - \* Callers can hear a smile.



# Telephone Etiquette

- \* Be attentive
  - \* Listen carefully
  - \* Take notes if necessary
  - \* Don't cut the caller off to ask a question or make a comment
  - \* Use the caller's name

# Telephone Etiquette

- \* Take messages accurately
  - \* Have a pad and pen/pencil handy at all times
  - \* Repeat details back to the caller to confirm details



# Telephone Etiquette

- \* Be discreet
  - \* Do not reveal personal or confidential information



# Telephone Etiquette

- \* Be patient
  - \* Do not show anger, even if the caller is angry
  - \* Explain steps slowly and carefully if the caller has difficulty understanding





# Telephone Etiquette

- \* Defer cell phone calls
  - \* Your priority is the customer/client you are dealing with NOW!
  - \* Taking a phone call could show that your mind is elsewhere or that this customer isn't important.



# Telephone Etiquette

\* End