



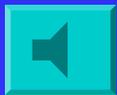
Technical Committee

Philadelphia, PA

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Telephone Etiquette





Before answering the phone remember:

- **Respond to the caller**
- **Prepare your best phone voice**
- **Answer by the 3rd ring**
- **Respond with WOW greeting**
- **Be prepared before a response**
- **Be efficient, effective, empathetic & response**





Respond to the Caller

- **Put down any reading material**
- **Remove any food or gum from your mouth**
- **No drinking or eating during the conversation**
- **Focus all your attention to the caller**



Your Phone Voice

- **Take a deep breath before you pick up the phone**
- **Smile when you answer the phone**
- **Speak slowly and clearly**
- **Control the volume of your voice**



Your WOW Greeting

- **Remember anyone who comes in contact with a customer is involved with sales**
- **The phone greeting sets the stage for the conversation**
- **The phone greeting will also set forth a perception of you and the company**



Be Prepared

- **Have a pencil & paper ready**
- **Write down the caller's name immediately**
- **Get a phone number in case you loose the call**



The customer is Number One

The following phrases should not be used when dealing with your customers:

- “I don’t know”
- “I/We can’t do that”
- “You have to”
- “Just a second”
- “No”



The customer is Number One

**For Quality customer service, you
always want to be positive.**

Sample Positive & Negative Phrases



~~I will try
I will let you know~~



Other Phrases not to use

- **“I will be honest with you”**
- **“Trust me”**
- **“Don’t you _____”**
- **“The problem is _____”**
- **“Truthfully”**
- **“Don’t you mind”**



Positive Phrases

- **Thank you**
- **My Pleasure**
- **I have enjoyed talking with you**
- **Good bye**



Placing callers on hold!

NO-NO's

- **Placing a caller on hold arbitraley**
- **Saying “Hang on”**
- **Leaving the caller on hold for more than 30 seconds without coming back**



Best Practice for Placing a Caller on Hold.

- **Use the phrase “Are you willing to hold briefly” and wait for a response**
- **“Thank you for waiting”**
- **“Thank you for your patience”**



Message Taking

Write down the following when taking a message:

- **The callers name & company**
- **Verify the caller's name spelling**
- **Complete telephone & extension**
- **Brief explanation of the call**



Voice Mail

- **Leave your name, business & phone number (at writing speed)**
- **Reason for the call**
- **Repeat phone number again**



Problem Callers

- **Don't over-react to trigger words**
- **Listen completely to the complaint**
- **Write down all of the complains and repeat them when the customer is finished talking**
- **Allow the customer to vent all his problems before responing**
- **Don't interrupt the customer while his/she is talking**