



## TELEPHONE SKILLS

Great telephone skills are the building blocks of every business and it is easy to see why. Many of the important experiences that our existing, new, and potential customers are having are based upon the level of customer service they are receiving from us while we are on the phone. We can use our telephone skills to effectively deliver excellent service that will grow and maintain a thriving business.

### Telephone Responsibility

It is important to identify and clarify whose role it is to answer the phone to avoid confusion and chaos.

#### Smile

Before picking up a phone to make or receive a call – smile! The listener will notice the difference.

#### Stand

Try making and receiving all calls standing rather than sitting. The calls will be shorter and you will be in greater control.

### The Greeting

It is much more than a "hello" or "good morning." Use your greeting to warmly welcome existing and potential customers to your business. Say your first name twice and your surname once ... "Good morning, you are speaking with Paul, Paul Hanson ...."

### Telephone Etiquette

It's not so much "what you say," but "how you say it," that truly matters to your customers - continue to provide important information but focus on the delivery.

### Placing Callers on Hold

Establish a customer - friendly manner to place callers on hold without offending the customer.

### Transferring Calls

Don't leave the caller hanging: let him or her know when and why you are transferring their call to another person.

### Leaving and Taking Messages

Identify what an appropriate message is to leave for a customer, as well as, how to gather all the necessary information when taking a message for other people on their behalf.

### Handling the Unhappy Caller

It is important that you keep their own cool when talking with an unhappy caller and work towards a mutually acceptable answer to the caller's concern.

### Handling Tough Questions

Recognise how much information is okay to provide and when it is time to seek the assistance of another person.