



12 Steps for Successful Telephoning

STEP 1: Answer promptly. Never keep a caller waiting

STEP 2: Speak clearly.

STEP 3: Say it with a smile. When you smile, your voice sounds more relaxed and friendly.

STEP 4: Use the company's preferred greeting, if there is one. If not, state the name of the business.

STEP 5: Be polite and responsive, giving the caller your full attention. Remember that at that moment, you're the company's representative.

STEP 6: Be as helpful as possible, even if it's not exactly your job to answer the phone.

STEP 7: Learn how to use the phone's features smoothly.

STEP 8: Listen actively. Ask questions.

STEP 9: Ask permission first if you must put the caller on hold: "Would you mind holding for 1 minute?" Don't leave the caller waiting. Ask them periodically if they'd like to continue to hold, call back or leave a message.

STEP 10: Transfer the caller to someone who can help, if you can't.

STEP 11: Take a good message, if applicable, and pass it on to the recipient.

STEP 12: Thank the caller.