

BCSL Assignment 14

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Title: Telephonic Etiquettes

Problem Definition:

Understand importance of telephone etiquettes
Learn ways to improve telephone communication skills
Get to know the dos and don'ts during a telephonic conversation

Importance of Telephonic etiquettes:

Telephone etiquette implies the manners of using telephone communication including the way you represent your business and yourself, greeting the receiver, the tone of voice, the choice of words, listening skills, the closure to the call, etc.

Do's and Don'ts:

Dos

- "Do" Speak Clearly: Make sure that all your words are clear when you speak to the caller. Enunciate your words while slightly smiling. Speak slowly; the person on the other end of the phone conversation needs to understand you.
- "Do" Greet Customers Appropriately: When you answer the phone, greet the customer according to the time of day (e.g., "good morning," "good afternoon," "good evening"). Thank the customer for calling in your initial greeting -- this invites the customer to feel comfortable voicing a complaint or asking a question.
- "Do" Ask How You Can Help: Ask the customer how you can be of service when greeting them. After listening to the customer's reason for calling -- and you can't be of assistance -- attempt to transfer the consumer to the appropriate department.

- "Do" Listen to the Caller's Request: Listen carefully to the caller's request. Ask the customer applicable questions to determine how you can help. Don't interrupt when the caller is speaking.
- "Do" Ask to Place the Caller on Hold: Before you place a caller on hold, ask permission first. Once you've pressed the hold button, quickly work to address the customer's problem as quickly as possible.

Don'ts

- "Don't" Talk with Your Mouth Full: Don't pick up the phone with your mouth full. This makes it difficult for the caller to understand you -- and is frustrating-- especially if the call is urgent. Answering the phone at work while eating gives an unprofessional impression.
- "Don't" Speak too Loudly or Softly: Answer the phone in the volume that you normally speak. Speaking softly will make it challenging for the caller to understand what you're saying. Talking softly may confuse the caller, unsure that he has dialled the right number. Answering the phone too loudly sounds harsh and abrasive, which is an unappealing to the caller.
- "Don't" Leave the Caller on Hold: If you must place the caller on hold, don't leave the person calling on hold for a long period of time. Check back every few seconds to keep the caller informed on your progress.
- "Don't" use Slang Words: Using slang or shortened words during phone conversation is inappropriate and unprofessional. For instance, if you must check on something for the customer, say "just a moment," not "hold on a sec".
- 'Don't' Answer the Phone Casually: At home, answer the phone with "(family last name) residence"; greet the caller according to the time of day. Instead of simply saying "hello" when answering a business phone, state the name of the business or state the company's slogan immediately.

Conclusion:

The activity of telephonic etiquettes helped me a understand the importance of efficiently speaking over the telephone. It will help me be a proficient speaker for business calls over the telephone.