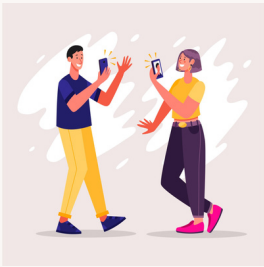


Effective Business Phone Etiquette

PHONE SCRIPT 1/2



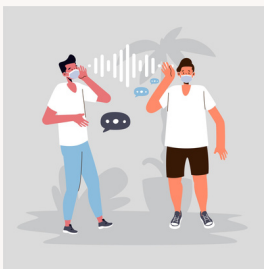
Greeting

"Good morning. Thank you for calling ABC Company."
"Hello, you've reached the customer service department at XYZ Corporation. How may I assist you today?"
"Good afternoon. Thank you for contacting DEF Solutions. How can I help you?"



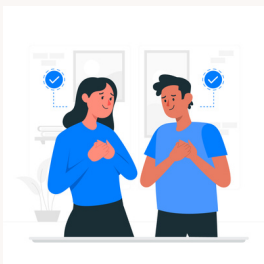
Identify yourself

"This is Sarah speaking. How can I help you?"
"You're speaking with John. How may I be of service?"
"You've reached Amy. How can I assist you today?"



Active listening and engagement

"I'm here to assist you. Could you please provide me with your name and the purpose of your call?"
"I'd be happy to help. May I have your name and how I can assist you?"
"How may I assist you today? Could you please let me know your name and the reason for your call?"

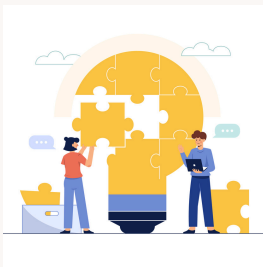


Empathy and professionalism

"I understand your concern. Let me see how I can best address your issue."
"I apologize for any inconvenience caused. Rest assured, I'll do my best to assist you."
"I'm sorry to hear that. I'll do everything I can to help resolve this matter for you."

Effective Business Phone Etiquette

PHONE SCRIPT 2/2

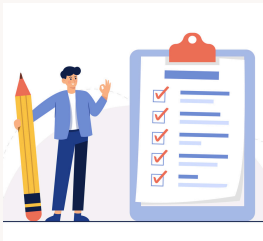


Problem clarification and resolution

"To better assist you, could you please provide me with some more details about the issue you're facing?"

"I'd like to ensure I understand your request correctly. Could you please provide some additional information?"

"In order to assist you effectively, I need more information about the nature of your inquiry. Could you please elaborate?"



Summarize and confirm

"Just to clarify, you're requesting [summary of the request/issue]. Is that correct?"

"If I understand correctly, you're looking for [restate the request/issue]. Did I capture that accurately?"

"To confirm, you need assistance with [summary of the request/issue]. Is that right?"



Thank the caller and offer assistance

"Thank you for calling ABC Company. Is there anything else I can help you with?"

"I appreciate your call. Please let me know if there's anything else I can assist you with."

"Thank you for reaching out to DEF Solutions. If you have any other questions, feel free to ask.""

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