

PERFECT TELEPHONE ETIQUETTE

IN SEVEN STEPS

STEP 1 ANSWERING THE CALL

**KEEP
WAITING
TIMES
TO A MINIMUM**

YOU **MUST** ANSWER
IN AN **UPBEAT TONE**

THE **LONGER**
A CUSTOMER HAS TO WAIT
THE **HARDER** IT IS TO SATISFY THEM

**IF YOU'RE UPBEAT AND
POSITIVE YOU'RE BETTER
POSITIONED TO DISPEL ANY
ANGRY OR UPSET
CUSTOMERS**

before they even speak a word to you

STEP 2 BEGIN WITH AN INTRODUCTION

*hello
my name is*

YOUR NAME
AND THE COMPANY
YOU WORK FOR

How can I help you?

ADD THE DEPARTMENT
YOU WORK FOR

**THIS WILL LET THE CALLER KNOW
THEY'VE REACHED THE RIGHT
PERSON AND YOU'RE READY TO
ASSIST THEM**

STEP 3 GIVE YOUR FULL ATTENTION

YOU NEED TO PAY
**ATTENTION
TO YOUR**
CUSTOMERS - NOT YOUR
CO-WORKERS

**AVOID HANDLING
OTHER TASKS
WHILST ON THE PHONE**

YOU CAN'T DO THIS
WHEN YOU'RE
MULTI-TASKING

CONCENTRATE ON WHAT YOUR
CALLER IS SAYING

STEP 4 TAKE GOOD NOTES & REPEAT

*Get in the habit
of making notes*

**TAKE
NOTES
AND
REPEAT
THEM BACK**

WHEN YOUR CALLER HAS FINISHED
SPEAKING - REFER BACK TO YOUR
NOTES AND TAKE ACTION

**PROVIDING QUALITY SERVICE TO
YOUR CUSTOMERS SHOULD BE YOUR
TOP PRIORITY**

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STEP 5 AVOID ANNOYING HABITS

“**MISOPHONIA**”
HATRED OF SOUND

DOES THE THOUGHT OF **HEARING SOMEONE EAT OR CHEW** WHILST SPEAKING ON THE PHONE SEND **SHIVERS DOWN YOUR SPINE?**

HARDLY THE FEELINGS YOU WANT YOUR CUSTOMERS TO **EXPERIENCE**

MAKE IT A RULE THAT YOU DON'T EAT OR CHEW WHEN ON THE PHONE

STEP 7 END ON A POSITIVE

ALWAYS END ON A **POSITIVE NOTE**

REPEAT YOUR ACTION PLAN
REPEAT NEXT STEPS

HAVE RESOLUTION IN TERMS OF FOLLOW UP ACTION

CUSTOMERS **REMEMBER** THEN END OF THE CONVERSATION BEST - SO KEEP IT FRIENDLY AND PROACTIVE

IT'S BEST TO FINISH THE CALL BY THANKING THE CUSTOMER FOR CALLING

STEP 6 RESOLVE ISSUES IMMEDIATELY

AIM TO **RESOLVE** CUSTOMERS ISSUES WHILE YOU HAVE THEM ON THE **PHONE**

THE CUSTOMER WILL GAIN CONFIDENCE IN YOUR COMPANY

UNDERSTAND

Your Company
Departments
Key Personnel
Decision Makers

WHY NOT CREATE A 'CHEAT SHEET' TO HELP DEAL WITH CUSTOMER CALLS QUICKLY

