



BASIC TELEPHONE SKILLS

Key Points: Basic Telephone Skills

1. Answering a Business Call
 - Answer every call professionally, using a three-part greeting.
 - Begin with a pleasant buffer.
 - Follow with the name of the company or group.
 - End with your name.
 - Be prepared! Expect each call to involve a message, keep a pen or pencil and a supply of paper near the phone at all times.

2. Putting A Caller On Hold
 - Let callers know why you need to put them on hold.
 - Ask: "Are you able to hold?" Wait for a response.
 - When callers are not able to hold, handle their needs immediately.

3. Use the Caller's Name
 - If you know the caller's name, use it.
 - Spell and pronounce each caller's name correctly.
 - If you need help with spelling or pronunciation, ask for it.

4. Avoiding Excuses
 - Keep from making excuses to your callers.
 - Tell the caller what you can do, not what you can't do.
 - Take responsibility for the call and guide it to a successful conclusion.

5. Giving the Caller Your Undivided Attention
 - Give the caller your undivided attention.
 - Never try to do anything unrelated to the call while you're on the phone. i.e talk to a colleague, type etc.

6. Giving Spoken Feedback Signals
 - Give spoken feedback. It's the only way the caller knows you're listening.
 - Mix your responses to avoid sounding mechanical and insincere.
 - Repeat or rephrase the caller's words to confirm understanding.

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7. Taking Accurate Messages

- Don't be a "Message Mangler." Take phone messages word-for-word (Verbatim!)
- Read the message back to the caller to confirm your version.
- Be sure each message includes:
 - date taken
 - time taken and
 - your name or initials

8. Controlling the Conversation

- If a caller gets off the subject, take control of the conversation.
- Use the "back on track" approach. Ask a question related to the purpose of the call.
- If that approach is ineffective, be more direct. Let callers know you want to help meet their original needs.

9. Avoiding Mouth Noises

- Avoid mouth noises. When you're on the phone, don't:
 - eat
 - drink
 - smoke or
 - chew gum
- Remember, the telephone mouthpiece is actually a microphone.
- Don't distract or annoy your callers.

10. Leaving a Good Last Impression – The Wow Factor

- A good last impression counts every bit as much as a good first impression.
- Repeat the message or ask if there is anything else you can do to help.
- Reassure the caller that it will be passed on.
- Thank the caller for calling and use their name.

Call Verbatim on 01635 573208 and ask for Graham Hill.

