

Telephone Etiquette



Presented by: Bluefield State College
Office of Human Resources



First Impressions

- The first few words with a caller leaves a lasting impression, not only about you, but also about Bluefield State College
- How do you want to be perceived?



Using the Telephone

- Importance of attitude (smile)
- Observe the rules of telephone courtesy



Be Courteous...

Remember your manners

- Please and thank you
- Yes sir, no sir
- I am very sorry
- Pardon me, excuse me
- You're welcome
- I am sorry to keep you waiting
- Is there anything else I can do for you?



Rules of Telephone Courtesy

- Answer phone promptly
- Always identify yourself
- Be courteous in requests and responses
- Do not chat with friends
- Ask caller to wait on hold
- Do not interrupt caller
- Do not talk with chewing gum, food, etc. in your mouth



Answering a Call

- Good morning, Bluefield State College this is Jane Doe. How may I help you?
- Remember tone of voice and speech patterns
- Do not show frustration or anger



Placing Calls

- Maintain a pleasant tone
- Identify yourself
- Ask pleasantly for the person you want



Placing Callers on Hold

- Ask the caller to “Please hold”
- Place the caller on hold
- Answer the ringing phone
- Place second caller on hold
- Return to first caller...say thank you for holding
- Return to second caller after completion of first call
- Ask clarifying question of others in the office (do not lay phone down)



Handling Telephone Complaints

- Empathize with caller
- Allow caller to “vent”... do not interrupt
- Apologize and acknowledge the problem
- Accept responsibility
- Be patient and do not raise your voice



What to do when you make a mistake

- Make things right as quickly as possible
- Apologize and acknowledge mistake
- Learn from mistake



What Not to Do

- Do not argue with caller
- Do not interrupt
- Do not escalate the problem
- Do not overreact
- Do not become angry
- Do not take calls personally
- Do not take problems home



What to Do

- Smile when answering phone
- Remain calm and professional
- Represent yourself and organization in positive manner
- Ask clarifying questions
- Listen closely
- Be polite
- Remember manners



QUESTIONS ??????????