



## TELEPHONE SKILLS QUICK REFERENCE GUIDE



## Telephone Skills

**Communication is made up of 55% body language, 38% tone of voice, and only 7% words. However, on the telephone it is more like 83% tone of voice and 17% words!**

Telephone contact is oftentimes the first impression a customer or guest will have of your company, department, or of you personally. Therefore, you must ensure that each telephone interaction is professional, friendly and informative.

### Answering a Call -----

- A.** Answer each call as soon as possible.
  - a. Strive to answer each call within 3 rings.
- B.** Provide a friendly, informative greeting to each caller.
  - a. Provide the organization or department name and your name.
    - i. Examples: *Thank you for calling ABC Resort, this is Sandy.*  
*Or, Good morning, housekeeping department, this is Sandy.*
- C.** If you must put a caller on hold, ask first and wait for a response.
  - a. Example: *Good morning, accounting department, can you hold?*
  - b. When you return to the call, thank the customer and identify yourself.
    - i. Example: *Thank you for holding, this is Jose.*
  - c. Check back with a caller on hold every 30 seconds.
    - i. Example: *Ms. Smith is still on the other line, would you like to continue holding or would you like to leave a message?*
- D.** If a caller reaches you in error, transfer them to the correct department or person.
  - a. Let them know who you are transferring them to and give them the extension in case they are disconnected.
  - b. Announce the caller to the person you are transferring to. Include any pertinent information so that the customer or guest doesn't have to repeat information they have already provided.

- E.** After handling the call, provide an appropriate parting comment.
  - a. Examples: *It was a pleasure speaking with you, Mr. Chung.*  
*Or, Have a pleasant day, Mrs. Rodriguez.*

### Taking a Message-----

- A.** Always offer to take a message, don't wait for the customer to ask.
  - B.** Use an appropriate message pad.
    - a. Record the date and time of the call.
    - b. Get the caller's name, affiliation, telephone number, and best time to call.
    - c. Ask if you can provide a specific message and record it on the message sheet.
  - C.** Let the caller know when they might expect a call back.
  - D.** Thank the caller and end with a pleasant parting comment.
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