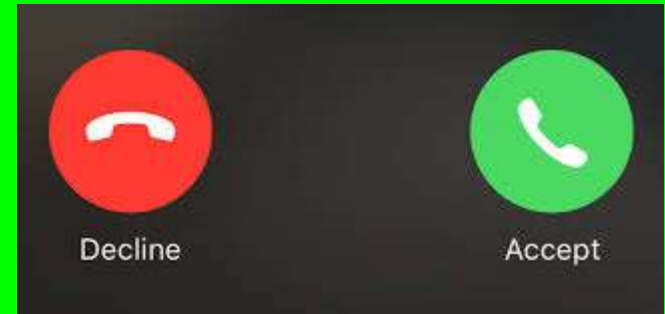


Phone Etiquette



Make A Good First Impression

- Answer the phone **QUICKLY**
 - Within 3 rings
- State company name, your name, greeting
 - “Marketing, Tom speaking, how can I help you?”
 - “Pet Paradise, Tom speaking, how may I help you?”
 - “Dr. Griffin’s room, Dennis speaking, how many I help you?”
- Be friendly, yet professional
- Small talk wastes time.
- Take a message
 - “Chris is unavailable right now. I would be happy to take a message”



Take An Accurate Message

- Name of caller
- Name of business
- Phone number of caller
- Brief message
- Time of call
- Date of call
- Message taker name

Message Slip			
To : Maddison Campbell			
Date : (todays date)		Time : (now)	
Mr Lachlan Mead			
of : Copyright Unit			
Area code :		Phone : EXT 1234	
Telephoned	<input checked="" type="checkbox"/>	Please phone	<input type="checkbox"/>
Came to see you	<input type="checkbox"/>	Will call you again	<input type="checkbox"/>
Wants to see you	<input checked="" type="checkbox"/>	Returned your call	<input type="checkbox"/>
Message			
Anti-virus software was to be installed yesterday according to client. Client is waiting to use email until anti-virus software is installed.			
Install software as per discussions with client as a matter of urgency.			
Message taken by : (name of helpdesk operator)			

Common Phone Message Pitfalls

- They have my number
 - “I’d like to write it down **because** sometime they do not have their phone numbers handy”
- They know what this is about
 - “The reason I ask is **because** Chris asks that I get messages for all calls in order to know which ones needs prompt attention. Can you help Chris by providing a message?”
- This is a private matter
 - “You may want to contact him on his private number that he provided you or leave me a very brief message only Chris would understand”.

TELEPHONE MESSAGE

To _____

Date _____ Time _____

M _____ Called You _____

From _____

City _____

You are to Call Back, Phone No. _____

REMARKS:

Operator or Person Answering Telephone _____

Form M81 - Supreme School Supply Co., Arcadia, WI 54612

Deliver The Message

- Promptly!
- Normally within a few hours of the call
- Might email or text person messages

Important
message

For _____
From _____
Time _____ Date _____
Phone _____

☐ **URGENT!**

Message _____



Voicemail Greeting

- Professional
 - Hi, Thank you for calling Pet Paradise. We are unable to take your call at the present moment...”
 - You have reached the voicemail of Tom Griffin. I am unable to take your call at this time. Please leave a message.
- What's up, what's up? What's up y'all? It's your girl Tina and I'm back with another banking banger. I'm sorry I couldn't answer the phone, please leave your name, number, yeah, and all that, yeah.
- Yes Ms. Jones. I recommend that if you apply for a job and you expect someone to call you, that you have a more appropriate response on your voicemail. So thank you for applying and no need to give us a call back. Thank you. Bye, bye.



Leaving a Voicemail Message

- Think through it first
- Introduce yourself
- Give your phone number early
 - This avoids needing to listen to the message again
- Speak slowly
- Speak clearly
- Mention your availability
- KISS - keep it short and simple
- Leave your phone number a second time before ending the call
- End the voicemail professionally
 - Hi, This is Tom Griffin. I can be reached at 440.555.1234. I was calling about the free lizard cage you had advertised as my students want more classroom pets. I am available any day after 3 pm at 440.555.1234. I look forward to speaking with you. Thank you.





PROPER TELEPHONE ETIQUETTE

RAISING THE BAR
Master Class

