TELEPHONE COMMUNICATION – TOP 10 BEST PRACTICES

1. **Answer Promptly**
   Pick up the phone no later than the second or third ring.

2. **Polite and Informative Greeting**
   Answer with a positive greeting such as “Hello,” “Good Morning,” or “Good Afternoon,” – introduce the company and yourself.

3. **Smile**
   Put on a smile before placing or answering a phone call. It affects the sound of your voice, creating a more pleasant and friendly tone.

4. **Clarity**
   Speak in a clear tone, using a voice that is neither too loud nor too low. Speak slow enough that people are able to understand you.

5. **Obtain Caller Details**
   When taking a message, write down the caller’s name and phone number, and repeat any messages they leave to ensure you have all the correct information.

6. **Stay Focused on the Call**
   Don’t be doing other activities or making excessive noise while speaking on the telephone. This may include rustling papers, chewing and eating, working on the computer, or speaking with someone else.

7. **Be Patient and Helpful**
   If a caller is irate or upset, listen to what they have to say and then refer them to the appropriate resource. Never snap back or act rude to the caller.

8. **Put a Caller on Hold**
   If a customer must be put on hold, ask for permission first and give them the option to leave a voicemail message. When taking them off of hold, thank the caller to show that their time is respected.
9. **Transfer a Call**

If it is necessary to transfer a call, inform the person on the other end before doing so. It is also important to explain the need for the transfer. Before transferring a call, confirm that the person to whom the call is being transferred is available. This person’s name should be given to the party who is being transferred.

10. **End on a Positive Note**

Thank the caller for their time and wish them a nice day.