

# TELEPHONE BASICS

The majority of your department's revenue starts with the ring of a telephone. A positive and professional impression is critical, so please keep in mind these phone guidelines:

## When the Phone Rings:

- Smile! A pleasant impression on your face will be apparent in your voice.
- Pick up the phone promptly—the caller doesn't know how busy you are!
- Greet them properly. Give your name, department, and ask how you can help.
- If you are busy with a customer in the store, ask permission to get the call, then get the number to call them back when you are finished with your customer.

## If you have to put them on hold:

- Tell them what you are doing on their behalf while they are holding. They will be more patient if they understand that we are finding their part or getting info from the tech while they wait.
- Ask permission to put them on hold. Don't *tell* them to hold. Ask politely and wait for a response—thank them.
- Offer to call them back within 15 minutes if you think that the hold time will be more than a minute or two.
- Give them an idea of how long they may be holding. Under promise and over deliver!

## If the call needs to be transferred:

- Let them know where you will transfer them.
- Explain why they are being transferred.
- Make sure the call is received.

## Always take good notes and messages:

- Have paper and pens available near the phones.
- Get the customer's first and last name.
- Get all ten digits of the phone number.

## Before hanging up:

- Verify your notes (read back the phone number).
- Tell them what you plan on doing (call them back, pass the info on, etc.).
- Thank them for calling.

## Follow-up:

- Call the customer in a timely manner.
- Call the customer before he feels the need to "check up" on things.
- Give information on the status of the job.
- Verify that you were able to identify the problem.
- Alert them to any other issues.