



Answering the Phone at Work: Tips for Success!

1

Pleasant Tone



When speaking, use a friendly tone. Your voice represents the company. (You can practice by calling and leave a message on your own phone!)

2

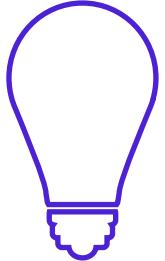
Speak Clearly



Be clear and professional when speaking. No eating. Not too casual. Speak at a good rate: not too fast, not too slow, but just right

3

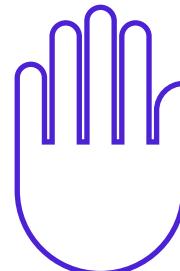
Know Answers



Know the answers to frequently asked questions. (Store hours, website address, directions, parking, etc.)

4

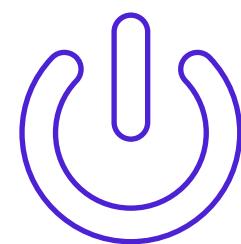
Placing Call on Hold



Know the phone you are using and how to place callers on hold. Practice transferring callers to other extensions. Thank callers for holding.

5

Ending a Call



Make sure to say thank you and goodbye, and not simply hang up on them.



Now it's your turn to practice answering the phone!

1. Choose who will be the caller, and who will be the employee answering the phone
2. Choose what type of business will be called

Sample Businesses:

Dick's Sporting
Goods

Shoprite

Best Buy
Michael's

Calabria

Board 'n Brush
Livingston HS

Doctor's Office

YMCA
Costco

Caller

1. Think of a question before you make your pretend call
2. Speak clearly, and ask your question
3. Be courteous and polite
4. Ask a follow-up question if needed

Sample Questions:

What are your store hours?

Where is your store located?

What time do you close, tonight?

Do you have handicap parking?

Do you offer curb-side pick-up?

Do you offer student discounts?

Are you hiring new employees?

Do you carry _____ in your store?

Employee

1. Greet the caller politely
2. State the name of the business
3. Be courteous and polite
4. Ask, "How may I help you?"
5. If you don't know the answer, ask for their name and phone number. "I will call you back when I know the answer."
6. Ask, "Is there anything else I can help you with?"
7. Say, "Thank you for calling, have a nice day."