

	<b>RESOURCE LIBRARY</b> <b>HOTEL OPERATIONS - HOUSEKEEPING</b> <b>Telephone Answering Techniques</b>	<i>CODE:</i> 03.05.039
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**Policy & Procedure:**

- The phone service should be efficient and helpful.
- The phone should be answered before the 4<sup>th</sup> ring.
- No one should be put on hold for longer than 15 seconds, or in case of longer holds, a call back will be offered and provided in less than 3 minutes.
- Team members should answer the phone with a smile in their voice.
- Team members should sound calm and organized and will give the caller an unhurried impression.
- Telephones are answered using the following terminology:
  - “Good morning/afternoon/evening, Housekeeping, this is (name), how may I help you?”
- All telephone messages should be logged in the telephone/request logbook as follows:

GUEST REQUESTS					
Date	Time	Room No.	Request	Given to	Completed

- Accurate Information should be recorded and all details reconfirmed with the guest:
  - Room Number
  - Use Guest Name
  - Request
- Telephone calls should be ended with:
  - “Thank you for calling, Guest Name, have a nice day”
- The Guest Name should be used as often as possible, Guest Recognition.