



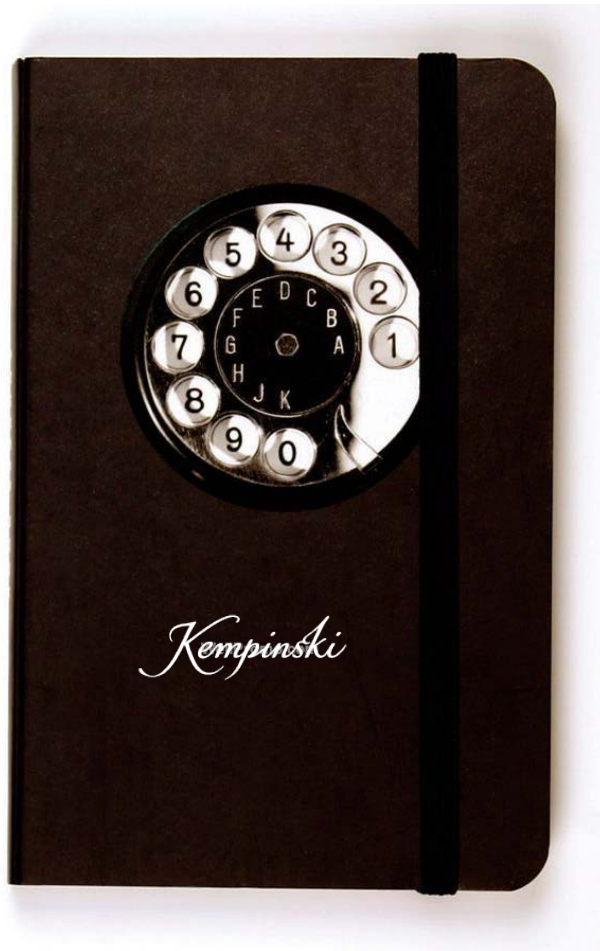
Telephone – *“People Business 4”*



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TELEPHONE ANSWERING

Agenda



- * Active listening
- * Our standards
- * Greeting
- * Role Play
- * Messages
- * Etiquette
- * Difficult callers
- * Ending the call
- * Role Play

What do you see?



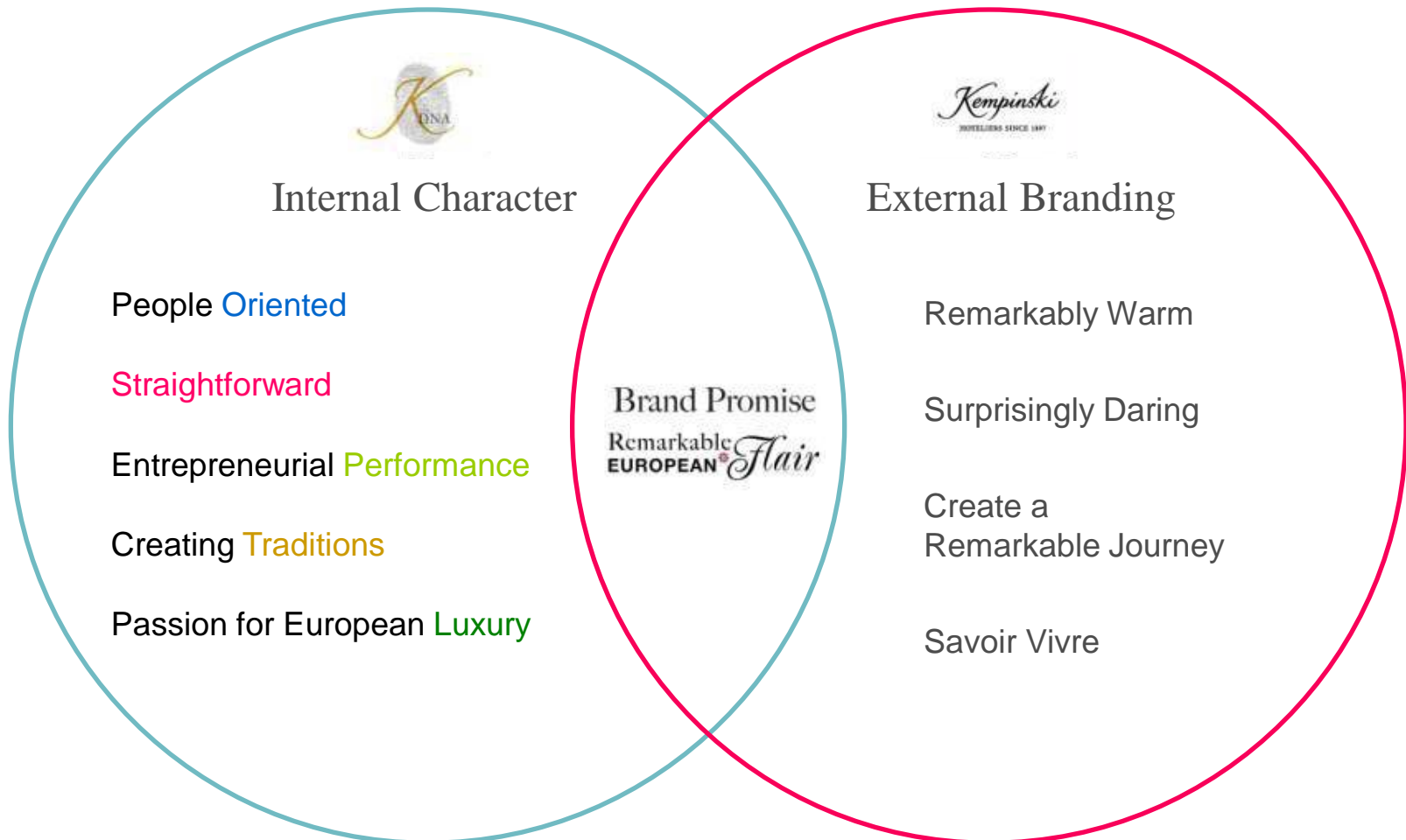
Objectives

By the end of this session you will be able to:

- * Answer the telephone using our standard
- * Explain the reason why we answer the phone this way
- * Take a message according to our standard
- * Apply guidelines for handling difficult callers



Our Unique Culture



Active Listening



- ✿ Listen
- ✿ No side activities
- ✿ Affirmers
- ✿ Repeat and ask questions
- ✿ Do not interrupt
- ✿ Take notes
- ✿ Do not discriminate

Our Telephone Standards

- * Telephone must be answered **within 3 rings**
- * **Always** use the standard greeting
- * Use the **caller's name** during the conversation
- * Inform the caller **before transferring** them (*"my pleasure, I will transfer you to the sales dept."*)
- * Ask the caller's **permission** before putting them **on hold** (*"may I put you on hold for a moment?"*)
- * Do **not leave** the caller **on hold** for **more than 20 seconds** (*"thank you for your patience"*)



Group Work

In groups write down the standard greeting:

- * External operator
- * External department
- * Internal

Use the flipchart to present to the rest of the group.



Standard Greeting

External Operator:

“Good morning, afternoon, evening, Hotel XYZ, how may I assist you?”

External Department:

“Good morning, afternoon, evening, Hotel XYZ, the reception, this is Nathalie, how may I assist you?”

Internal:

“Good morning, afternoon, evening, the reception, this is Nathalie, how may I assist you?”



Why we are doing this



Why do you think:

- ❁ We start with the greeting?
- ❁ The hotel/department name is important?
- ❁ Your name is important?



Stretch Break

Role Play

For whom?

Caller?

Telephone Number?

Company?

Date and Time?

Content/Message?

Taking Messages



- ✿ Always **offer to take** a message!
- ✿ Always **repeat** all information!
- ✿ Guest messages must reach the room **within 15 minutes**, printed and in an envelope!

Etiquette

“My pleasure, I will transfer you to our concierge desk.”

“May I ask what the call is in regards to ... perhaps I can assist you.”

“My pleasure!”

“May I put you on hold one moment, Mrs. Miller?”

“Mr. Singh will be back in 30 minutes, may I take a message or be of assistance?”

“I will check for you.”

Think of:

- ✿ Transferring calls
- ✿ Positive (body) language
- ✿ What is the call in regards to?
- ✿ Putting callers on hold

Activity

- In groups, summarize:

- ❖ **Standard Greeting**

- ❖ **Transfer**

- ❖ **Hold**



Difficult Callers

The rude or angry caller

Do:

- * Listen patiently and fully
- * Acknowledge concerns and apologise
- * Take action quickly
- * Be friendly but business like



Don't:

- * Adopt the same manner
- * Interrupt
- * Blame someone else
- * Take it personally

The talkative caller

Do:

- ✿ Give to the point answers
- ✿ Ask closed questions
- ✿ Place on hold
- ✿ Ask if you can call back



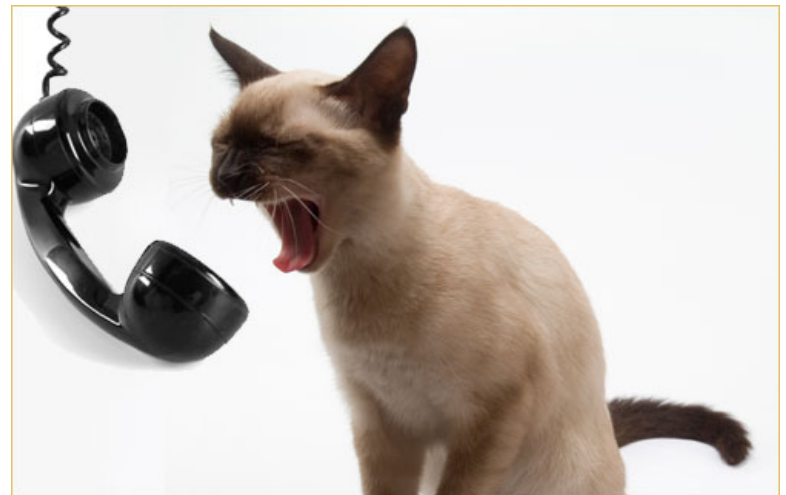
Don't:

- ✿ Ask open questions

The hard to understand caller

- Do:**
- * Apologise “for bad line” request to speak more ... slowly
 - * Ask to spell name, use phonetic alphabet
 - * Apologise you cannot speak their language
 - * Transfer to mother tongue speaker or call back when one is located
 - * Repeat in simple sentences

- Don't:**
- * Shout
 - * Get upset
 - * Be condescending
 - * Hang up



Re-cap



- * Active listening is important
- * Telephone communication standards
- * There is reasoning behind a telephone greeting
- * Take messages properly
- * The standard phonetic alphabet is used by professionals
- * There are methods for dealing with difficult callers

Ending the call



- * When appropriate: “We **look forward** to welcoming you Mr.”
- * **Thank** the caller
- * Allow the **caller to disconnect** line **first**

Role Play

In groups of 3 practice:

- * All three telephone greetings
- * Explaining to a caller that xyz is not at their desk
- * Taking a message
- * Line is busy
- * etc.

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thank  You