Business Telephone Use
Telephones

- Telephone types
  - Standard
  - Cordless
  - Multi-line
  - Speaker
  - Cell phones
  - Walkie-talkie
  - PDA
Telephone Technology

- Analog
  - Translating the audio signal (human voice) into electronic pulses
  - Better sound quality

- Digital
  - Translating the audio signal into binary code (0s and 1s)
  - Offers better clarity
  - Offers more telephone features
  - Do not allow for regular fax machine
VoIP - Voice over Internet Protocol

- Digital technology
- A computer, adaptor, or specialized phone is required.
- Great clarity
- Power outages
- 911
Telephone Accessories
Telephone Protocol

- You are the first person a caller may talk with, so it is important to represent the company well!
- Answer **before** the third ring
- Use a greeting (buffer, company & your name)
- Smile!
- Be an active listener!
- Be courteous and polite
More Tips . . .

- Remember to be helpful
- Offer alternatives
- Don’t give out too much information
- No gum or food
- No slang (use good grammar)
- Enunciate and pronounce clearly
- Keep pen and notepad nearby
- Position your phone on your desk
And a few more . . .

- Know your equipment
- **Ask** before placing on hold (and wait for an answer!)
- Never leave customer on hold more than 30 seconds
- “Thank you for holding” . . .
- Monogram the call
Transferring

- **Blind Transfer**
  - Send call to co-worker without announcing the call

- **Announced Transfer**
  - Talk with co-worker to let them know WHO is calling prior to their taking the call
Taking messages

- Repeat spelling of name and telephone number
- You may need to ask for the company name
- Record time of call and date
- Write complete, but concise message
- Indicate if a return call is necessary
- Sign or initial at the bottom
Common Phrases

- “May I ask who’s calling?”
- “Who’s calling, please?”
- “May I tell him/her who’s calling?”
- “John’s not available at the moment, may I take a message or would you like to leave him a voice message?”
- “One moment while I transfer you.”
- “I’m sorry, let me try that again.”
What not to Say . . .

- “Um”
- “Uhhhh”
- “Hold on”
- “Hold on a second”
- “Just a sec”
- “Nope” or “yeah”
- “Bye bye”
And, so:

- Smile!
- Be courteous and polite
- Be helpful
- Be prepared
- Be a good listener
- Know your phone
- Practice!