

Telephone Procedures

People will ring the business for many different reasons from wanting to make a booking to selling products. This means that the telephone plays an important part in creating the correct impression of the company and sometimes this is the **first** impression of the company. Therefore, it is important that anyone who answers the telephone projects a professional image.

Answering the Telephone

Please follow these guidelines to ensure the best possible use of the phone.

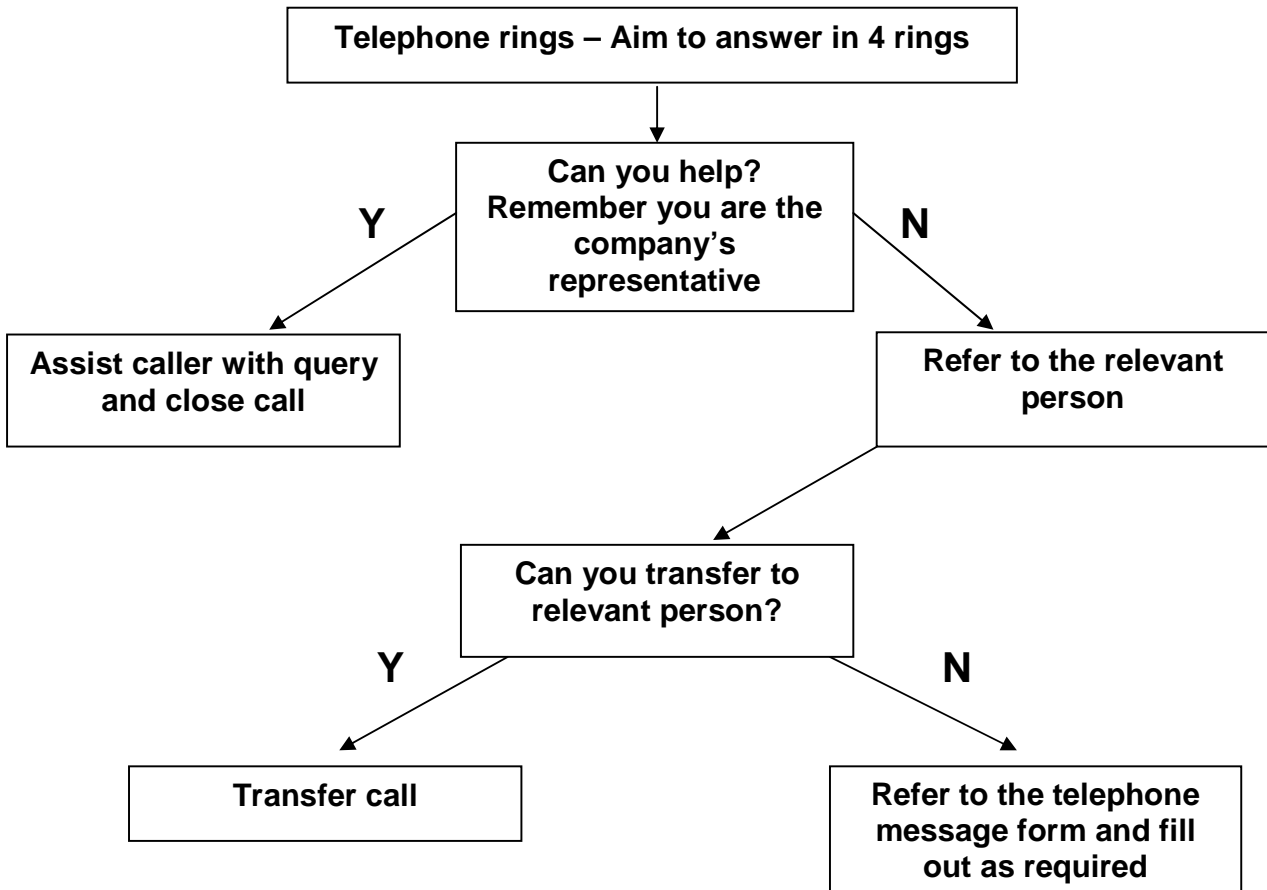
- Aim to answer the call within **four rings**
- Greet with 'Good morning' or 'Good afternoon' as appropriate, and then give the company name and your name
- Be interested in what is being said and use positive phrases where appropriate; for example, ask 'How may I help you?'
- Be organised, with a pen and paper handy
- Try to be as helpful as possible.

Messages

The basic principles involved in taking and responding to telephone messages are as follows:

- If someone is not available, explain why the person is not available and offer to take a message or where appropriate offer to transfer the call to a different person
- When taking a message, take all the necessary details and repeat the message and any information to the caller. Make sure you fill out the Message Form completely
- Ensure that messages are quickly passed to the correct person
- If the person for whom the message is intended is away (at a meeting, on holiday etc.), another person should be identified to take responsibility for responding to the message

Telephone Procedure - Flowchart



You had a **Telephone Message**

Phone Message FOR:

From:

Time:

Contact no:

Date:

Reason for call:

Urgent? Yes / No

You had a **Telephone Message**

Phone Message FOR:

From:

Time:

Contact no:

Date:

Reason for call:

Urgent? Yes / No