

Telephone etiquette

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Agenda

- Importance of presenting a professional image
- Why speaking style is vital
- Usage of tone
- Usage of language
- Do's & Donts

Importance of presenting a professional image

- It is part of the office skills profession in both in person and on the telephone.
- It helps you take care of your customers over the telephone and making them feel well informed and appreciated.

Importance of presenting a professional image

- Makes the caller feel confident in you.
- Helps the caller understand who you are and what does the business represent.
- Promotes people coming back for more.

Why speaking style is vital

- A picture paints a thousand words but the caller on the other end of the phone can only hear you.
- There is no multiple mediums of communication, caller cannot see your face or body language.
- It builds trust

Usage of Tone

- Use your normal tone of voice when answering a call.
- In case if you have a tendency to speak loud or shout, avoid doing so on the telephone.

Usage of Language

- Speak in a normal way but in a effective manner no jargon. Person must understand
- Never use swear words.
- Words delivered should be clear & understood to the caller.

DO's

- Be patient and helpful.
- Respond clearly with “yes” or “no” when speaking.
- Always remember it is important ,If you are answering a call on behalf of your team member please mention to the caller & try if you can assist them on the query Else note down the caller's number so that a concerned user can make a call back on the query for resolution.

Do's

- Address the Caller Properly by his or her title e.g (Good morning Mr. Brown, Good afternoon Ms. Sanders).
- Listen to the Caller and what they have to say.
- Always ask if you can put the caller on hold.
- Verify that you have heard and transcribed the message accurately.

Don't's

- Do not eat or drink while you are on the phone.
- Do not use slang words or poor language.
- Never snap back or act rude to the caller.
- Never leave the person on hold for more than a few seconds or they may become upset and hang up.



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