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Answering and Speaking on the Phone at Work

CAREER READINESS



Answering and speaking on the telephone at work is an important skill. Almost every employee regardless of his or her position answers the telephone at work. Employers expect employees to answer the telephone in the proper and professional way; it is important to employers because how the phone is answered and employees talk with customers reflects the image of the company. An improper response or tone on the phone by an employee can hurt the image of a company and cause a loss of business. Therefore, answering and

speaking on the phone is a soft skill that should be learned to ensure success at work. Below are the recommended steps you should take when answering the phone at work.

ANSWER QUICKLY AND SMILE:

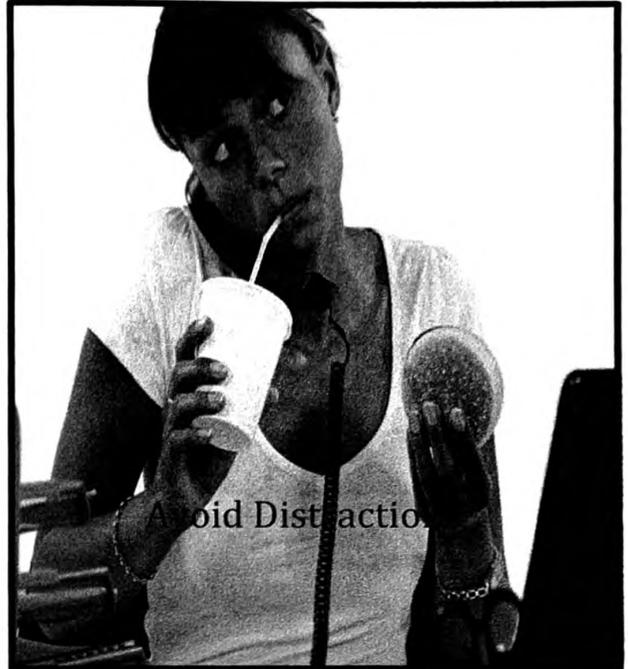
It is important to try and answer the phone before the third ring. It is considered rude to keep people waiting. Also, people often hang-up after the fourth ring. Before speaking, make sure the phone is up to your mouth and ear to ensure clear communication with the person on the line. Further, it is important to think positively and place a smile on your face. Your attitude will reflect over the phone. A smiling employee will come across as a positive individual over the phone and help send a positive image for the business.

Answer each question with a complete sentence on a separate piece of paper.

- 1. Who answers the telephone at work?**
- 2. Why is answering the telephone at work in the proper way important to the employer?**
- 3. What type of skill is learning to answer the phone at work?**
- 4. Before which number of rings should you try to answer the phone by?**
- 5. Before speaking to a caller, what two things should you make sure to do?**
- 6. How will a smiling person come across on the phone?**

GREET, INTRODUCE, AND ASK A QUESTION:

When first speaking with the caller, you want to start off with a polite greeting, such as “hello” and then follow with the name of the business. You want to make sure the person called the right place and knows the company they are speaking with. After you mention the business, you want to inform the customer who you are by giving them your first name. After your name, you will want to politely ask them how you may assist them. For instance, the entire phone introduction may look something like this, “*Hello, This Starlight Enterprises. Mark speaking. How may I assist you?*”



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Depending where you work and in what department you work in, the introduction message to the caller may change slightly. In order to assist you in answering the phone properly, it is helpful to develop a written script on what to say. Check with your manager to see how the business prefers employees answer the phone. Use a script until you become comfortable with answering the phone professionally. And, remember to smile, it will transfer through the phone line.

Answer each question with a complete sentence on a separate piece of paper.

- 7. When first speaking to a caller, what should you start off saying?**
- 8. After saying “hello,” what should you say to the person on the line?**
- 9. Why do you need to mention the business’s name when answering the phone?**
- 10. After you mention the name of the business, what should you say?**
- 11. Why may the message an employee uses to answer the phone at work change?**
- 12. In order to assist you with answering the phone at work, what should you do?**



Practice Answering the Phone

TAKING A MESSAGE

Name _____

Per. _____ Date: _____

Directions: You are an employee working for a store called Pots and Pans. The person calling you is named Freddy Canola. In the conversation, Freddy wants to speak with a specific person but the individual is not available. You will need to ask if you can take a message and will need to obtain the correct information from the caller. ***Below write out the words you would say to the caller.***

First: When you answer the phone, what will be your greeting, introduction, and question?

YOU SAY TO THE CALLER: _____

Freddy Canola responds and says to you: ***“Hello, I would like to speak with Mrs. Travis.”***

Second: You are aware that Mrs. Travis is in a meeting and will be occupied for a while

YOU SAY TO THE CALLER: _____

Freddy Canola says to you: ***“Yes, I would like to leave a message.”***

Third: You will need to obtain the message that Freddy would like to leave.

YOU SAY TO THE CALLER: _____

Freddy Canola says to you: "***Would you please inform her that her order for 10 cast iron pans will arrive one week late. If she has any questions to call me.***"

Fourth: What else should you asked Freddy for?

YOU SAY TO THE CALLER: _____

Freddy Canola says to you: "***My phone number is 555-5555.***"

Fifth: You will end the phone call but you will need to ensure Freddy of what?

YOU SAY TO THE CALLER: _____

