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Analysis
ANSWERING THE PHONE AT WORK

Name _____

Per. _____ Date: _____

Directions: *Analyze the phone call between the employee that works at the Zoo Shoe Store and the customer. Identify all of the things the employee does wrong or that is not professional when he or she is speaking with the customer on the phone.*

Employee: *"Hello."*

Customer Ben Knoll: *"Yes, is this Zoo Shoe Store."*

Employee: *"Yep, you reached the Zoo Shoe Store. What is going on?"*

Customer Ben Knoll: *"Okay, Yes I would like to speak with Susan. She ordered some shoes for me."*

Employee: *"Susan is not here right now."*

Customer Ben Knoll: *"Can I leave message for her."*

Employee: *"Well, Ben, it is best to call her back. Right now we are busy."*

Customer Ben Knoll: *"Okay."*

Employee: *"Cool, later."*

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- 1) When the employee first answered the phone, what did he or she do wrong?
 - 2) What words or language used by the employee were not professional?
 - 3) When it came to taking a message, what should the employee have done instead?
 - 4) How should have the employee ended the phone call?
 - 5) Why do you think it is important that employees at work learn to answer the phone correctly and in a professional manner?



Practice Answering the Phone

TRANSFERRING A CALL

Name _____

Per. _____ Date: _____

Directions: You are an employee working for a company called North Star Power. The person calling you is named John Smith. In the conversation, John will be asking you how much his electric bill is for the month of November. However, you don't work in the billing department. Therefore, during the conversation you will need to transfer the caller to the billing department. ***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: _____

John Smith responds and says to you: "***Hello, I am interested in finding out how much my electric bill was for November. Can you help me?***"

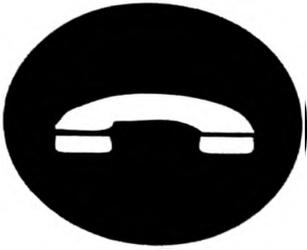
Second:

YOU SAY TO THE CALLER: _____

John Smith says to you: "***Yes, please transfer me, thank you.***"

Third: You will end the phone call.

YOU SAY TO THE CALLER: _____



Practice Answering the Phone

PLACING A CALLER ON HOLD

Name _____

Per. _____ Date: _____

Directions: You are an employee working for a store called Fashion Depot. The person calling you is named Jessica Garcia. In the conversation, Jessica will be asking you a question about returning an item she bought at the store. You don't know answer to question because you are new employee. Therefore, you will need to place the caller on hold so you can ask a co-worker for the answer. ***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: _____

Jessica Garcia responds and says to you: ***“Hello, two weeks ago I bought a pair of pants and would like to return them. Could I? What is your return policy at the store.”***

Second: You don't know the answer to the caller's question and need to speak with a co-worker to find out the return policy for Fashion Depot.

YOU SAY TO THE CALLER: _____

Jessica Garcia says to you: ***“Yes, it is okay to place me on hold.”***

While Jessica is on hold, a co-worker tells you the return policy for the store. Customers can return items within 30 days of purchase, as long as they have not been wore. Also, customers need to have a receipt for the item.

Third: You take the caller off of hold.

YOU SAY TO THE CALLER: _____

Jessica Garcia says to you: ***“That is good to hear, I will come in today. Thank you.”***

Fourth: You will end the phone call.

YOU SAY TO THE CALLER: _____

