



DREAM. THINK. DO.

Basic Business Telephone Skills

1. Answering a business call

A three-part greeting, in this specific order: a greeting, the company or department name and your name. Or, “thank you for calling (name of the company)”, the department name and your name.

The caller assumes that you are going to help him when you answer the phone. Hence it isn't necessary to use the phrase “How may I help you?”

Example 1: “Good morning. Golden Dunes Resort Danang. This is Thao.”

Example 2: “Thank you for calling Golden Dunes Resort Danang. Housekeeping department. Thao speaking.”

2. Putting a caller on hold/transferring a call

Be sure to let the caller know why you need to put them on hold, ask if they are able to hold and then wait for a response.

Examples:

“I'll try to find that information in our database. May I place you on hold for a moment?”

“I will enquire why this has happened. Could you hold the line a moment, please?”

“Mrs Nguyen? Yes, she's in her office at the moment. One moment, please. I'll put you through.”

3. Thanking the caller for holding

No caller likes to be put on hold. Make sure to maintain a positive tone by thanking the customer for holding.

Examples:

“Thank you for holding. I will put you through now.”

“Thank you for holding. Unfortunately Mrs Nguyen isn’t available at the moment. Can I take a message?”

4. Taking notes and repeating

Acknowledge that you heard and understood what the caller has said. Be sure to repeat the essential information the caller has given you.

Examples:

“Of course. I understand. I am writing this down for my colleagues in the front office department.”

“Yes. You would like to make a reservation starting from 11th of November until 18th of November.”

5. Being prepared

Keep paper and a pen next to your phone at all times. Writing a message word-for-word is the best way to make sure you don’t mangle it.

6. Leaving a positive last impression

A positive last impression counts as much as a good first impression. End your conversation on a positive note. Let callers know you are glad they called and that you look forward to hearing from them again.

Example:

“I’ll inform our food and beverages manager and he’ll take care of it. Thank you for calling, Mrs Nguyen.”