etiquette lady
MannersTV.com

Handling The Telephone

Learn about your telephone ahead of time. Familiarize yourself with all the features and avoid practicing on the callers.

- Hold the transmitter in front of your mouth and articulate more clearly than you do in face to face conversation. If the transmitter is held away from your mouth you risk not being understood.
- Locate the telephone on your desk so the receiver can be easily picked up without banging into anything.
- Give callers your full attention and avoid side conversations.
- Make sure you place the caller on hold before discussing the particulars of the call with anyone.
- Never eat or drink while talking. If you have food in your mouth when the phone rings, swallow first before answering.
- Answer in as few rings as possible. A maximum of three rings is a good standard.
- Before placing a caller on hold, ask for permission and wait for an answer. Give your caller the name of the person you are transferring them to. "May I put you on hold while I transfer you to Sally Smith in the accounting department?"
- If you have more than one caller on hold, remember the priority of each call. If necessary make notes - who is holding in which line and for how long.