

#1!2 Answering the Telephone

What did you think?

Hard to understand? If you were calling, how would you feel about a company that has someone answering the phone that way? Do you want to talk with this person? Would you trust a person who gives this impression to take your message properly?

This course teaches you how to answer the phone so that you make a good impression on the caller, and handle calls effectively.

```
{ewc  
MVBMP2,  
ViewerBmp2,  
!desktop.bmp}
```

[CLICK TO HEAR A PROPER ANSWER](#)

[CLICK FOR INSTRUCTIONS](#)

[CLICK TO PROCEED](#)

```
1#ctx_greeting  
2!IfThenElse(waveOutGetNumDevs(), "sndPlaySound(`badans.wav', 1)",  
"MessageBox(hwndApp, `Your system does not support sound', `ERROR', 0)")
```

#3!4 How to Use This Course

The four large pictures on the left side of the window represent the major sections of this course. You can display any section by pointing to the corresponding picture and clicking the left mouse button once. The picture for the current section displays with a blue border.

You can exit this course at any time by pointing to the Exit picture below the section pictures, and clicking the left mouse button once.

Text that is colored green and underlined is known as a hot spot. A different section of the course is displayed, or some other appropriate action is taken, if you click on this text. The text should give you a good idea of what will happen.

Each section of the message pad picture is a hot spot. A short set of instructions appears when you click on one.

The mouse pointer changes from an arrow to a pointing finger when it is over any of these hot spots.

Click on the Introduction picture now to begin this course.

[CLICK TO PROCEED](#)

3#ctx_instructions

4!PaneID(qchPath, `ctx_control_all>Controls', 0)

```
#s {ewc MVBMP2, ViewerBmp2, [macro="JumpID(qchPath, `ctx_intro')"] !intron.bmp}
{ewc MVBMP2, ViewerBmp2, [macro="JumpID(qchPath, `ctx_basics')"] !basicsn.bmp}
{ewc MVBMP2, ViewerBmp2, [macro="JumpID(qchPath, `ctx_hold')"] !holdn.bmp}
{ewc MVBMP2, ViewerBmp2, [macro="JumpID(qchPath, `ctx_message')"] !msgn.bmp}
{ewc MVBMP2, ViewerBmp2, [macro="Exit()"] !exitsml.bmp}
```

5#ctx_control_all

```
# {ewc MVBMP2, ViewerBmp2, !introa.bmp}
{ewc MVBMP2, ViewerBmp2, [macro="JumpID(qchPath, `ctx_basics')"] !basicsn.bmp}
{ewc MVBMP2, ViewerBmp2, [macro="JumpID(qchPath, `ctx_hold')"] !holdn.bmp}
{ewc MVBMP2, ViewerBmp2, [macro="JumpID(qchPath, `ctx_message')"] !msgn.bmp}
{ewc MVBMP2, ViewerBmp2, [macro="Exit()"] !exitsml.bmp}
```

```
6#ctx_control_1
```

```
# {ewc MVBMP2, ViewerBmp2, [macro="JumpID(qchPath, `ctx_intro`)] !intron.bmp}
{ewc MVBMP2, ViewerBmp2, !basicsa.bmp}
{ewc MVBMP2, ViewerBmp2, [macro="JumpID(qchPath, `ctx_hold`)] !holdn.bmp}
{ewc MVBMP2, ViewerBmp2, [macro="JumpID(qchPath, `ctx_message`)] !msgn.bmp}
{ewc MVBMP2, ViewerBmp2, [macro="Exit()"] !exitsml.bmp}
```

7#ctx_control_2

```
#s {ewc MVBMP2, ViewerBmp2, [macro="JumpID(qchPath, `ctx_intro')"] !intron.bmp}  
{ewc MVBMP2, ViewerBmp2, [macro="JumpID(qchPath, `ctx_basics')"] !basicsn.bmp}  
{ewc MVBMP2, ViewerBmp2, !holda.bmp}  
{ewc MVBMP2, ViewerBmp2, [macro="JumpID(qchPath, `ctx_message')"] !msgn.bmp}  
{ewc MVBMP2, ViewerBmp2, [macro="Exit()"] !exitsml.bmp}
```

8#ctx_control_3

```
# {ewc MVBMP2, ViewerBmp2, [macro="JumpID(qchPath, `ctx_intro`)] !intron.bmp}
{ewc MVBMP2, ViewerBmp2, [macro="JumpID(qchPath, `ctx_basics`)] !basicsn.bmp}
{ewc MVBMP2, ViewerBmp2, [macro="JumpID(qchPath, `ctx_hold`)] !holdn.bmp}
{ewc MVBMP2, ViewerBmp2, !msga.bmp}
{ewc MVBMP2, ViewerBmp2, [macro="Exit()"] !exitsml.bmp}
```

#10 !11 You Are the Company!

```
{ewc MVMCI2, ViewerMCI, [device GDAnim][autostart]
 [looping]movies\company.awm}
```

When a customer calls for the first time, your answer forms their first impression of the company. You are the company! Think about how you react to the way different companies answer the phone.

Try to be...

COURTEOUS - be polite, and never argue

CHEERFUL - a friendly voice is always pleasant

CONFIDENT - convince callers you'll handle the request properly

CLEAR - be sure the caller understands you

10#ctx_intro

11!PaneID(qchPath, `ctx_control_1>Controls', 0)

#12 !13 Basic Concepts

The basic greeting consists of the following:

Good (Morning)(Afternoon),
Acme Products (department name) Department.
This is (your name). Can I help you?

If the call is on someone's personal line, add that person's name after the department so that the caller knows they reached the intended number. For example:

Good Morning, Acme Products Accounting Department,
Mrs. Johnson's line. This is George. Can I help you?

If you are answering the company's main switchboard, answer as:

Good (Morning)(Afternoon), Acme Products.
Can I help you?

If the caller wants someone who is available, transfer the call to that person immediately. If the person they ask for is not available, ask if someone else can help. If not, offer to take a message. Always try to at least get the caller's name and phone number. Refer to the Message section of this course for details. The caller may insist on waiting on hold until the person they want is available. Refer to the Hold section of this course for details.

If the caller asks for information, transfer the call to the appropriate person after explaining that you are doing so.

12#ctx_basics

13!PaneID(qchPath, `ctx_control_2>Controls', 0)

#14 !15 The Call on Hold

If you put a caller on hold while waiting for the desired person to become available, keep checking to see if the caller still wants to hold. Think how you would feel if you decided to give up and leave a message, but no one came back to give you that chance.

You should also offer to transfer the caller to someone else who might be able to assist him or her.

```
14#ctx_hold  
15!PaneID(qchPath, `ctx_control_3>Controls', 0)
```

#16 !17 Taking a Message

Fill out a “While You Were Out” message form for every call where the caller leaves a message or identifies himself or herself.

The standard form is shown below. Click on each portion of the form to get an explanation of that section.

{ewc MVBMP2, ViewerBmp2, !msgpad.shg}

16#ctx_message

17!PaneID(qchPath, `ctx_control_4>Controls', 0)

#18 Enter the name of the person this message is for. Make sure it's clear, so you aren't wondering later "Which Don was that for?"

18#ctx_pad_for

#19 Enter the date and time you received the call.

19#ctx_pad_when

#20 Enter the name of the person on the phone here. Make sure you have the right spelling!

20#ctx_pad_caller

#21 Enter the name of the company the caller represents.

21#ctx_pad_of

#22 This is the number to call back to reach the person on the phone. Try to get a number even if the caller says "He knows it."

22#ctx_pad_phone

#23 Ask the person on the phone if he or she wants to leave a message. If so, write the message here. Make sure it's clear, and make sure of any unfamiliar words.

23#ctx_pad_message

#24 Enter your name here. If the person getting this message has any questions, this lets him or her know who took the message.

24#ctx_pad_signed

#25 Put a checkmark in this box if the caller says this message is urgent. Make sure you get this message to the right person as quickly as possible.

25#ctx_pad_urgent

#26 Place checkmarks where appropriate. Did the person call, or come in? Is he/she expecting a call, or will call again?