

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.