

Telephone Etiquette Handout Courtesy: ACCD Human Resources Department

Greeting the Caller

- The greeting should act as an entry point of service
- Your tone should be clear and upbeat
- Avoid sounding hurried, curt, or gruff
- Don't make the greeting too long as it may annoy the caller

Greeting

Three-part greeting:

- San Antonio College _____
- This is _____
- How may I help you?

If the Person Being Called Is Absent:

Explain the absence in a positive manner

- do not explain illness
- do not say in the restroom
- do not disclose personal reasons for absence

Try These Phrases

- Mr. Kraft (Don) is not available at this time
- Mr. Kraft stepped away from his office
- Mr. Kraft is out of the office
- Mr. Kraft is in a meeting / on the other line

Offer Options

- Can I help you?
- May I take a message?
- Would you like to speak to someone else?
- Would you like his/her voice mail?

Putting the Caller on Hold

- Ask the caller if you can put him/her on hold
- Wait for a reply
- Tell them how long they will be on hold (brief, not more than 60 seconds)
- Thank the customer for holding

Phone Messages

- Carbon copy
- Record information
 - Date and time
 - Full name of caller
 - Full name of staff member receiving the call
 - Requested action
 - call back
 - will call again later
 - came in person
 - no action, just message
 - Your full name

Closing the Call

- Repeat action taken
- Ask” is there anything else I can help you with today?”
- Thank the customer for calling
- Let them hang up first