Phones

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Answering the Phone 1

Answering the Phone

GTH Phone Etiquette & Request Handling Reference Guide

Welcome to the team! This guide will help you navigate phone calls, manage inquiries you may not know how to answer, and ensure messages are properly forwarded to the right people. Please note it is best practice to answer the call by the 2nd ring.

Answering the Phone

- Greet callers professionally with:
  "Thanks for calling GTH, this is [Your Name], how can I help you?"

Handling Inquiries You Do Not Know the Answer To

1. **Listen & Take Notes**

   - When faced with a request you are unsure about, remain calm and gather all the details.
   - Write down all the information the caller provides.

Confirm & Acknowledge

- Repeat the inquiry back to the caller to ensure accuracy.
- Politely inform them:
  "I'll need to look into this for you, and I will call you back as soon as possible."

Collect Contact Information

- Ask for the best phone number to reach them and their email address.
- Offer your email address and direct extension in return.

Reassure the Caller

- If needed, let them know you are new to the role but are working closely with experienced colleagues:
  "I'm new here, but I’m working with seasoned individuals who will help me assist you efficiently and ensure your request is properly handled."

Closing the Call

- **Promise a Follow-Up:**
  "Thank you for your patience. I will get back to you as soon as possible."

This approach ensures that every caller feels heard and reassured, even if you don’t have all the answers yet. By following these steps, you’ll be providing excellent customer service while you grow in your new role. Good luck, and don’t hesitate to reach out to your supervisor or mentor with any questions!

Message Taking & Forwarding

- **Always follow this procedure for requests you're unsure of:**

1. **Email your Alea Katan, Customer Marketing Manager,** with the details of the request.
2. **Cc your mentor** in your office.
3. One of them will reply with guidance or instruct you on how to forward the request to the correct party.

Directory:

Accounting

Email: face@you.com

Cc: face@you.com

Projects in CA

Email: Bob's face, Sr. System Integrations Manager face@you.com

Cc: Bob's face, Business Development Engineer face@you.com

Project in NV

Email: Bob's face, VP of System Integration face@you.com

Email: Bob's face, Sr. System Integrations Manager face@you.com

Cc: Bob's face, Business Development Engineer face@you.com

Field Service (this includes any type of Engineering requests if you don’t know who is best suited for follow-up. Joel and Alea can sort out from here)

Email: Bob's face, Technical Service Admin face@you.com

Cc: Bob's face, Customer Marketing Manager face@you.com

Escalated Customer Call Regardless of Projects, Parts, or Service

Email: Bob's face, Customer Marketing Manager face@you.com

Cc: Bob's face, VP of Sales and Operations face@you.com

CA RFQ’s

Email: face@you.com

Cc: Bob's face, Sr. Customer Service Rep face@you.com

NV RFQ’s

face@you.com

Human Resources (includes requests such as applicants following up on status to a job they applied for or companies calling for reference checks on past employees, or anything that seems HR related)

Bob's face, VP of Sales and Operations face@you.com

Answering the Phone 2

Answering the Phone

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Company Phone Directory

Person phone number ###-###-#### Ex: ###

Person phone number ###-###-#### Ex: ###

Person phone number ###-###-#### Ex: ###

Person phone number ###-###-#### Ex: ###

Person phone number ###-###-#### Ex: ###

Person phone number ###-###-#### Ex: ###

Danicus Maximus phone number 714-999-9999

Person phone number ###-###-#### Ex: ###

Person phone number ###-###-#### Ex: ###

Person phone number ###-###-#### Ex: ###

Person phone number ###-###-#### Ex: ###

Person phone number ###-###-#### Ex: ###

Person phone number ###-###-#### Ex: ###

Person phone number ###-###-#### Ex: ###

Person phone number ###-###-#### Ex: ###

Person phone number ###-###-#### Ex: ###

Person phone number ###-###-#### Ex: ###

Person phone number ###-###-#### Ex: ###

Bob Barcker phone number 555-555-5255

Person phone number ###-###-#### Ex: ###

Person phone number ###-###-#### Ex: ###

Person phone number ###-###-#### Ex: ###