

Answering the Phone 2

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.

Revision #1

Created 2024-08-23 20:32:47 UTC by Danicus

Updated 2024-09-11 17:22:18 UTC by Danicus