

Top Ten Telephone Practices

When answering the phone at a hotel, it is important that these techniques be followed.

1. Answer the phone promptly (within three rings)
2. Speak clearly
3. Use a standard greeting and introduce yourself
4. Address the caller properly
5. Listen attentively
6. Focus on the caller
7. Be patient and helpful
8. Place caller on hold if needed
9. Transfer call if needed
10. Take a message:
 - a. Caller's name
 - b. Caller's organization
 - c. Caller's phone number
 - d. Date and time of call
 - e. Brief message

