

# Unit-3



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# Telephone Skills

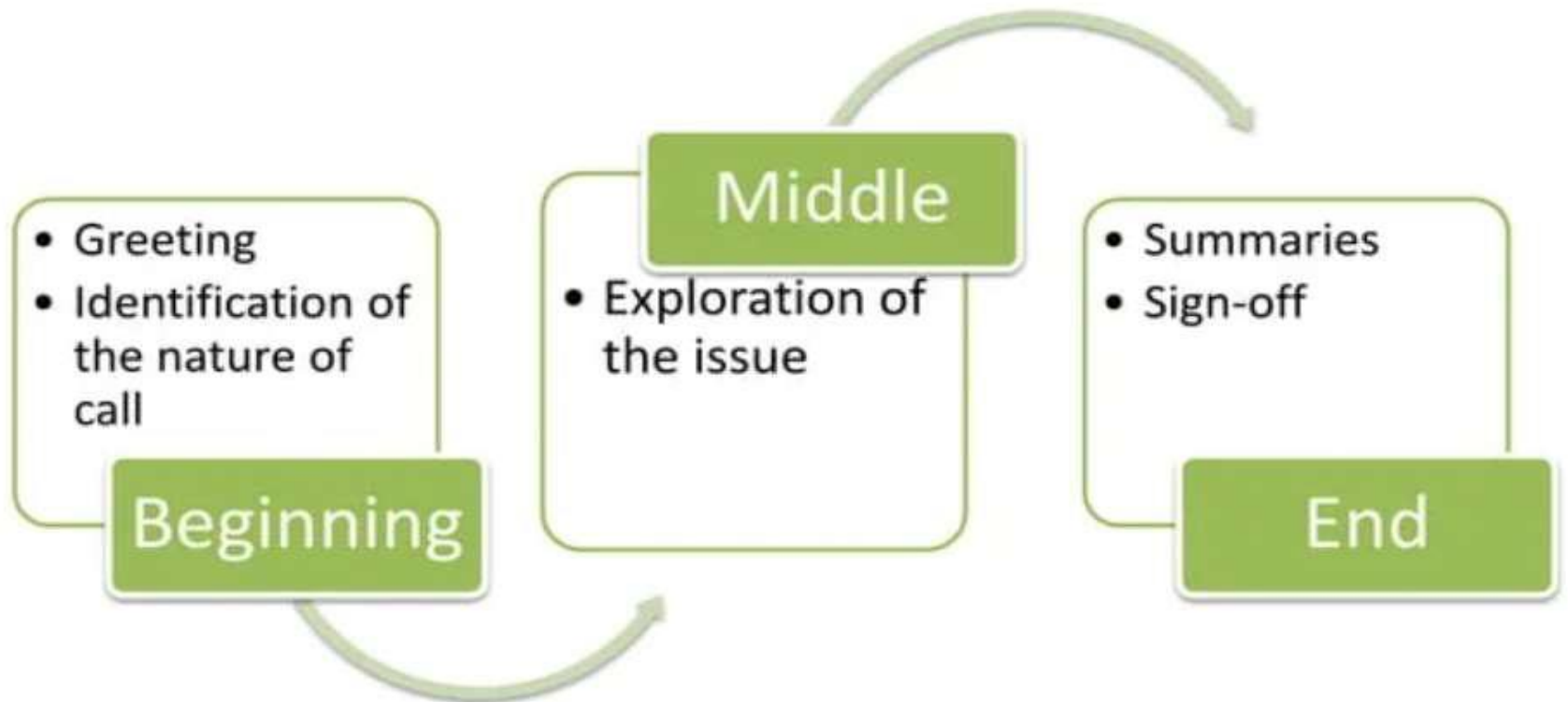


## Introduction

- It is a type of telecommunication, through which we can touch with one person to other using a telephone.
- In this type of communication we can not communicate face to face.
- There have other options, such as digital communication through email, social media etc.



# Structure of telephonic Communication



## Advantage

- Easy and quick to use
- Easy available means of communication
- Distance is not a matter
- Saves time and energy.
- Telephone interviews.





DIFFERENT PHONE

CALL

SITUATIONS

# A Calls

A CALLS

- **BEFORE ANSWERING A CALL, BE PREPARED;**
  - **Have a pen, pencil and notepad ready.**
  - **Have your computer on.**
  - **Ensure no noise at the background.**  
**Ensure you are not chivying any thing.**

## While Answering a Call

1. Answer call before the third ring.

2. Greet the caller,

3. Give the hotel name

4. Ask the caller how you can help them.

5. Focus your attention on the caller.



## Ending Calls

When the conversation is complete, do the following;

- Make sure that the caller has no more queries or message.
- Use “Goodbye, thank you for calling” to end the conversation.
- Make sure the caller drops down the receiver before you. This prevents the feeling that you may have cut them off.

## Acceptable & Unacceptable Phrases

### UNACCEPTABLE PHRASES

- "You will have to wait"
- "Yeah".
- "I do not know"
- "No, we can't".

### ACCEPTABLE PHRASES

- Thank you, I'll check," or "I'll see"
- "Yes ma'am/sir".
- "One moment please, I'll find out"
- "Yes, you may".

# Business Calls

## > Customers

- Will call the business for:
  - Information
    - Catering
    - Directions
    - Hours of operation

## > Vendors

- Will call the business for:
  - Delivery times
  - New products
  - Purchase orders

# Telephone Techniques

- > What is more important?
  - What you say or how you say it?
- > More Considerations:
  - Background noise
  - Non-verbal communication
  - Service businesses expect
  - Voice levels



# Answering the Telephone

- > Smile
- > Speak clearly and calmly
- > Be polite and helpful
- > Be able to:
  - Answer most frequently asked questions
  - Provide directions to the business

# Greeting

- > Thank the caller for calling
- > Depending on the time of day, say:
  - Good morning
  - Good afternoon
  - Good evening
- > Identify the name of the business
- > Provide your name

# Messages

- > Date
- > Time of call
- > Name of caller
- > Name of person who should
- > receive message
- > Message



Thank you!  
Jimmy

