



Remember your phone etiquette

Telephone etiquette is an important aspect of your work in customer service, so you must keep your skills sharp. To get a sense of how you are doing, take the following self-test.

How good is your phone etiquette?

Answer "Yes" or "No" to each of the following questions.

	Yes	No
■ I identify myself and my company at the start of every customer call?	<input type="checkbox"/>	<input type="checkbox"/>
■ I thank the customer for calling near the beginning of every call?	<input type="checkbox"/>	<input type="checkbox"/>
■ I use the customer's name early on in the call?	<input type="checkbox"/>	<input type="checkbox"/>
■ I avoid doing other tasks (even if the customer can't see or hear them) when talking to a customer?	<input type="checkbox"/>	<input type="checkbox"/>
■ I tell customers what they can do, rather than what they can't do?	<input type="checkbox"/>	<input type="checkbox"/>
■ I forward my calls to another agent when I am away?	<input type="checkbox"/>	<input type="checkbox"/>
■ I take ownership of calls and try to avoid transferring customers?	<input type="checkbox"/>	<input type="checkbox"/>
■ When I have to transfer calls, I ask permission first?	<input type="checkbox"/>	<input type="checkbox"/>
■ I treat customer complaints as opportunities?	<input type="checkbox"/>	<input type="checkbox"/>
■ I take ownership of problems and admit mistakes?	<input type="checkbox"/>	<input type="checkbox"/>
■ I avoid stepping on customers' sentences?	<input type="checkbox"/>	<input type="checkbox"/>
■ I try to keep smiling through all of my conversations with customers?	<input type="checkbox"/>	<input type="checkbox"/>

Answer Key: The correct answer to each question above is "Yes." If you answered "No" to any of the above questions, that indicates an area for improvement.

