



Phone Etiquette and Service Module Sample

Issues

The Basics.

What do you do prior to placing someone on hold?

Sample Game Cards

(smaller than the Actual 3 1/8" by 2 1/4" size)

Meeting Standards.

How long is too long to leave someone on hold?

The Foundation.

Why should you give your name when first speaking with a customer?

Understanding Problems.

Name the top reason people feel the need to demand to speak to a supervisor.

Common Courtesies.

How should you refer to a man when speaking with him on the phone?

Standard Operating Procedures.

What is one problem that may occur if you address a customer by name?

Being Prepared.

A robber tells you not to push an alarm button. What do you do?

Ending Well.

What is the last thing you should say to every customer?