

B. Answering the phone



1. Name some ways in which you can use an appropriate manner when answering the phone:

2. Write Y for yes or N for no.

- a) Answer the call quickly.
- b) Answer the call with a smile – the caller will know!
Leave a caller hanging on a ringing line.
- c) Use a friendly, warm and enthusiastic tone of voice.
- d) Use slang language like ‘yeah’ and ‘mate’.
- e) Mention the company name.
- f) If you don’t know the answer to a query, say ‘I don’t know.’
- g) Speak clearly and be professional.
- h) If you are unsure about an enquiry, say you will find out the answer.
- i) Have a professional call answering service in place for out-of-hours calls.
- j) If you are busy, tell them to call back later.