

The Right and Wrong Way to Answer the Phone

Wrong

Scenario: Mr. X is calling a store to find out information about their services. Mr. L is the person answering the phone.

Mr. L – Hello? (sounds sleepy)

Mr. X – Uh... is this Radios R Us?

Mr. L – Uh-huh.

Mr. X – And with whom am I speaking?

Mr. L – Uh... well me.

Mr. X – And you are...?

Mr. L – I'm Mr. L.

Mr. X – And what department do you work for?

Mr. L – Uhhhh.. well... Sales.

Mr. X – (hangs up; already tired of speaking with Mr. L)

Right

Scenario: Mr. X tries the competitor's store, hoping to find someone he can speak with. Mr. J answers the phone.

Mr. J – (energetic, friendly tone) Good morning! Thank you for calling Radios Plus. This is Mr. J, how may I help you?

Mr. X – (delighted) Well, good morning Mr. J. It's so nice to speak with you. I was wondering if you could tell me more about your products.

Mr. J – Certainly! I would be happy to.

(The conversation continues and Mr. X is so happy with the polite, friendly service, he buys four products from the company!)

This product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the grantee and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to accuracy of the information, including any information or its completeness, timelines, usefulness, adequacy, continued availability, or ownership.