



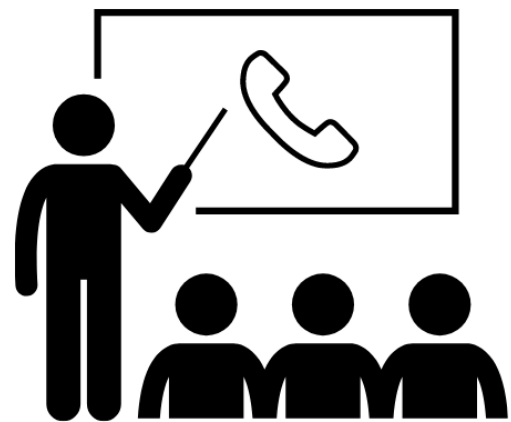
Proper Aspects of Telephone

Etiquette

Every environment we enter requires a different form of 'language'. For instance, we wouldn't enter a team meeting using the same type of language we might use in the break room. The same is true for the telephone. Telephone language is different from our everyday language and it can take some time to get used to its flow. But with the right tools, it can be easy to adapt in no time.

Training Employees

While having good telephone etiquette is beneficial, it will not do any good if it is not taught to the rest of the team. It is important to the company's success that every employee is properly trained and able to demonstrate telephone etiquette before being let loose on the telephone. Every employee learns differently, so it's helpful to have several methods available to allow employees to adopt these skills.



For many companies, inbound calls are a major part of the business. Customers call into the company for orders, consultations and to seek general information. Inbound calls can seem intimidating at times because we don't know who is on the other end of the line. But having the right tools, such as a proper greeting and key phrases, can help the telephone operator through any situation.



Handling Inbound/Outbound Calls