

MANAGING THE TELEPHONE



Summary

This chapter discusses how to successfully manage the telephone. On the phone, it is critical to talk slowly and clearly. Actively listen. Give each call your undivided attention to let the caller know you're paying attention. When answering the phone, greet callers politely and promptly introduce yourself and your organization. Take phone messages completely and properly when you answer the phone.

Important points from the passage:

- This lesson discusses the use of telephones and how they are the most often utilized mode of communication. Telephone management and control needs expertise, tact, and training. When speaking over the phone, one must talk properly and nicely.
- It is not appropriate to be harsh or abrupt. Apart from being a good speaker, it is also necessary to be a good listener and to make firm judgments or take specific actions based on what you hear. It is necessary to make timely decisions in order to save time and money.
- A receptionist at an office acts as a telephone operator, receiving incoming calls, transferring outgoing calls, and assisting individuals in getting in contact. It is essential to start by mentioning your phone number and the name of the organization, since this helps to authenticate the caller's identification.

Some general rules while making a telephone conversation:

<ul style="list-style-type: none">• Repeating and communicating telephone numbers in an unambiguous manner.
<ul style="list-style-type: none">• Number '0' should be pronounced as 'zero' or "oh".
<ul style="list-style-type: none">• Numbers should be grouped in two digits, giving a slight pause between each pair.

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| <ul style="list-style-type: none">• Always confirm and repeat when you give or ask for a telephone number. |
| <ul style="list-style-type: none">• Use double pauses for same number, and pronounce the number separately. |

Important words from the text:

- abrupt: sudden/immediate
- necessary: compulsory /required
- conveyed: to say something

Evaluate yourself:

1. Which features do you think should be kept in mind while making an effective telephonic conversation?
2. Select 9 digit phone numbers, group them correctly and say them out loud .
3. Read the following conversation loudly and practice.

Receptionist : Good morning. Yashraj office. Can I help you?

Samantha : Hi! I'd like to speak to Uday Chopra. Is he in today?

Receptionist : No. I'm sorry he's not here today.

Samantha: This is Samantha. I need to speak to him. It's urgent.

Receptionist : Would you like his personal number, Ms. Samantha ?

Samantha: No, it's okay, thank you. Could you tell him I called and ask him to ring me tomorrow morning? The number is 08156876.

Receptionist : 08156876.

Samantha: Right! I'll be available at this number till nine thirty.

Receptionist : Yes, of course, Ms.Samantha. I'll give him the message

4. Why do you think it is important for a receptionist to have good telephonic skills.

Do you know?

Some Phone Etiquettes include:

- Answer the call within three rings.
- Immediately introduce yourself.
- Speak clearly.
- Only use speakerphone when necessary.
- Actively listen and take notes.
- Use proper language.
- Remain cheerful.
- Ask before putting someone on hold or transferring a call.
- Be honest if you don't know the answer.
- Be mindful of your volume.

Extend your horizon.

In your own words write a conversation between a hotel receptionist and a customer who wants to book a room in that hotel.