



SNS COLLEGE OF ENGINEERING

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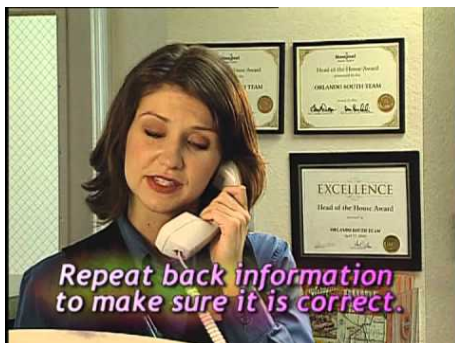
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TELEPHONIC CONVERSATIONS

The telephone is important because it allows important information to travel over great distances instantly. It makes it so that anyone in emergency can get needed attention. The telephone is very important because without it we would have a much longer time space to be able to communicate with others. New technology has provided us with equally effective ways to communicate, such as internet, cell phones, texting, etc. However, the telephone is a convenient way to contact someone you need to speak to by voice. It is easier to understand and communicate through the telephone because you can use your voice to express emotion and understand one another better. Excellent **phone skills** are not just about sounding sweet and thoughtful on the other line. Proper telephone etiquette goes beyond the usual hellos and goodbyes over the phone. It also includes using polite greetings, strong listening skills, not leaving customers on hold for too long and transferring calls appropriately. Here are some tips on how to improve your phone skills

TELEPHONE ETIQUETTE



Telephone etiquette is especially important in competitive industries because if you don't do it right, the customer has other options to choose from. Telephone etiquette is a basic part of customer service. Usually, clients call back for repeat business because they are familiar with the way you function. If you aren't courteous, prompt, and knowledgeable you are not giving your client any incentive to come back.

Tips

Remember that proper telephone etiquette begins with you.

- **Be Enthusiastic**
- Try to remain positive.
- Keep a good mindset.
- Be prepared to respond to various scenarios.
- Acquire a posture of deliberate politeness with guarded intent.
- **Use Proper Methods of Addressing the Caller**
- Figure out the caller's intent.
- **Be Sincere in listening**
- Develop a routine.
- Respond
- **End the Call with a Smile**

Susee, Mani and Kumar

Susee : Hello! Is it Kumar's house?

Mani : Yes. May I know who's on the other end?

Susee : My name is Susee. I'm Kumar's friend. Can I speak to Kumar?

Mani : Yes. Please hold on.

Mani : Hello Kumar! What were you doing there?

Kumar : I was watching T.V. Why did you call me?

Mani : Your friend Susee is on the line.

Kumar : Right. Let her be online for some time. I will be there in a minute.

Mani : Hello Susee! Kumar is coming. Please be online for some time.

Susee : OK. That is fine. I will be her waiting for Kumar.

Kumar : Hai Susee! How are you? What is the matter?

Susee : I am sorry to disturb you on Sunday. Could you come over here to meet our boss?

Kumar : OK. I will be in our office in few minutes

You tube Link:

<http://www.skillsyouneed.com/rhubarb/customer-service-telephone-skills.html>

https://www.youtube.com/watch?v=E5_JmqsK8_c