

# ANSWERING THE TELEPHONE



## WHAT TO SAY

- A. Greeting
- B. Name of Organization, School, Department
- C. Your Name
- D. Offer Assistance

**EXAMPLE #1:** “Good morning, Hoover Elementary School, Lisa Wells speaking, how may I help you?”

**EXAMPLE #2:** “Good afternoon, Personnel Department, this is Carl, how can I be of assistance?”



**PERSONNEL COMMISSION**

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