

PLACING CALLERS ON HOLD

Always check to see that the caller is placed on hold before discussing his or her concern with someone.

When you place a caller on hold to answer another line, it is courteous to ask for permission and WAIT FOR AN ANSWER.



EXAMPLE: “Happy Elementary, are you able to hold while I answer the other line?”

Wait for their response.

When you return to the caller:

“Thank you for waiting, how may I help you?”

Do not leave a caller on hold for long periods of time. (30 to 60 seconds) If something is causing you to be delayed, check back with the caller and see if they prefer remaining on hold or if they would like to be called back.

EXAMPLE: “Mr. Woodson is still on the other line. Would you like to continue to hold?” (Check after 30 to 60 seconds). If the caller says yes, check again: I’m sorry; I think he’s going to be a while longer. Do you wish to continue holding, may I have him return your call or may I direct your call to someone else who might be able to assist you?

“He is aware you’re holding and will be with you as soon as possible.”



PERSONNEL COMMISSION

www.oetraining.net

Phone: 213-241-3440 Fax: 213-241-8450