



WELCOMING GREETINGS AND FAREWELLS FOR OFFICES

IN-PERSON

- » Greet customers with a smile & eye contact.
- » Get up and greet customers at the counter.
- » Say "Good morning or good afternoon."
- » Introduce yourself.
- » Ask "How may I help you?"
- » Say "Thank you for coming, have a good day/afternoon."
- » Greet the customer by name if you know it.
- » Say "Thank you for visiting – if you are a guest please sign in."
- » Say "It is my pleasure....."
- » Say "You are welcome."
- » Say "I am happy to....."
- » Say "Thank you."

OVER THE PHONE

- » Answer the phone by the third ring.
- » Give yourself a cue to smile before you pick up the phone. Believe it or not, your voice will sound friendlier.
- » Think "E" – ENERGY. The energy in your voice reflects your attitude and enthusiasm.
- » Position your telephone so the receiver can be picked up without banging into anything.
- » Hold the receiver directly in front of you and two fingers away from your mouth.
- » Your "Telephone Voice" will sound best if you are sitting "tall."
- » Try not to speak too rapidly; it conveys impatience.
- » Don't be an "interrupter." Wait for a natural break, and then speak.
- » Remember, the caller has a right to speak their piece.



PHONE TIPS

BEGIN: “ Good morning or afternoon, _____ Office/Department.

This is Mr./Ms. _____
How may I help you? ”

END: “ Thank you for calling.
Have a great day. ”