

Effective Telephone Skills



- You must be both an effective listener and an effective speaker:
 1. State the name of the organization, followed by the call receiver's name, and the question, "How may I assist you?"
 2. Listen for the reason the caller has phoned the organization.
 3. Maintain a positive, polite, and courteous attitude when speaking with the caller (smile)
 4. If the caller has a large amount of information, take notes to be sure all the information is received.

Positive Impressions Effective Telephone Skills

Jiyuan Zhang



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