

ROOM SERVICE

TELEPHONE ETIQUETTES

SESSION OBJECTIVES

After the end of the session one should be able to know telephone etiquettes.

Contents

- Telephone etiquettes

Telephone etiquettes

- Pick up phone within 3 rings or 15 seconds.
- Wish guest.
- Use guest name to interact.
- Keep writing pads close to your self for writing information.
- Be polite while talking to guest.
- There should not be any noise in background.
- Listen to the guest first.

Telephone Etiquettes

- Differentiate in talking on the telephone & in person
- Improve Voice Quality
- Listen actively
- Paraphrase
- Hold & Mute
- Transfer Calls

Telephone Etiquettes

- Exhibit Telephone courtesy At the end of the call thank the guest.
- Wait for the guest to put his phone down.
- There should be warmth in your voice.

Review

After the end of the session one should be able to know the factors which contributes to telephone etiquettes.

BIBLIOGRAPHY

➤ Food & Beverage service, (Danis Lillicrap/ 7th edition.

➤ Google

http://books.google.co.in/books?id=HfHtaq1GWUcC&pg=PT176&lpg=PT176&dq=breakfast+doorknob+card&source=bl&ots=0AG_XEdSqP&sig=qr4SJP4wdx_WhiGtsTOp3kAinsl&hl=en&ei=tzn4TZPDFof0vwPz06yDDA&sa=X&oi=book_result&ct=result&resnum=4&ved=0CDMQ6AEwAw#v=onepage&q&f=false