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

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