

Answering the Telephone at Work: A Supervisor Calls



You are the receptionist at Hana Hotel. The Vice President, John Powers, is calling for Monica Getz. She is not in.



- Answer the phone appropriately.
- Greet the caller appropriately (Mr., Ms. or first name.)
- Apologize that the person requested is not available. Offer to take a message.
- Paraphrase caller's problem
- Ask questions to get the caller's information.
- Ask for clarification.
- Tell the caller what you will do with the message.
- Answer one additional question.
- End the call. Summarize the message and close the conversation appropriately.
- Complete the message form during the conversation. Use today's date and time.

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|---------------------------|--|-----------------|--|
| IMPORTANT MESSAGE | | | |
| For _____ | | | |
| Date _____ | | Time _____ | |
| WHILE YOU WERE OUT | | | |
| M _____ | | | |
| Phone Number _____ | | | |
| TELEPHONED | | PLEASE CALL | |
| CALLED TO SEE YOU | | WILL CALL AGAIN | |
| RETURNED YOUR CALL | | URGENT | |
| Message _____ | | | |
| _____ | | | |
| _____ | | | |
| Signed _____ | | | |