



Answering a Call



Step by step answering a call

1. Answer the phone quickly, within 3 rings if you can. If you have a customer, see to them first or pass the phone to someone else.
2. Answer the phone with the correct script, this will be set by the workplace. E.g., Good morning/afternoon Grafton manor Hannah speaking, how can I help you?
3. Allow the customer to ask their question in full before jumping in with an answer.
4. Take notes as the customer speaks, you may need to remember things, name, dates, times etc.
5. Inform the customer you will deal with their request now, gain further information if required.
Important: if you can't help don't guess or make up an answer, be honest and simply say, my apologies sir, I unfortunately don't know the answer to your question however, if you hold the line or provide me with some contact information, I will call you back.
6. Ensure you have confirmed the booking before the customer ends the call. Give them the time, date and how many people for to double check you have it right.
7. Give a pleasant end of call script, e.g. I hope you have a wonderful day sir, and we are looking forward to welcoming you to Grafton Manor shortly.
8. End the call and follow up with any paperwork that needs completing.