

**PHONE MESSAGES:** Speak slowly and clearly.

Magic words: "Please." – "Thank you." – "Excuse me." – "May I?" – "Would you mind?" – "Could you please?" – "You're welcome."

RESPECTFUL	FRIENDLY (but can be rude)	
<b>GREETING</b> (answering the phone)		
<ul style="list-style-type: none"> <li>• Good afternoon. <b>(COMPANY NAME), Melinda</b> speaking. <u>How may I</u> help you? (or "<u>How may I</u> direct your call?")</li> <li>• <b>(DEPARTMENT NAME), Nick Taylor</b> speaking. <u>May I</u> help you?</li> <li>• <b>At a hotel:</b> Thank you for calling <b>Room Service. Rhonda</b> speaking. <u>How can I</u> help you?</li> </ul> <p><b>VOICEMAIL</b></p> <ul style="list-style-type: none"> <li>• <u>Thank you</u> for calling <b>(COMPANY NAME)</b>. If you know your party's extension, <u>please</u> dial it now. Dial zero for the operator.</li> <li>• <b>(DEPARTMENT NAME), Matt Jones.</b> I'll be out of the office until <b>Wednesday</b>. <u>Please</u> leave your name, phone number, (the best time to call you back,) and a brief message after the tone. I'll return your call as soon as possible. If you require immediate assistance, <u>please</u> call <b>Angela Rodriguez</b> at extension <b>13467</b>.</li> </ul> <p><b>CUSTOMER SERVICE RECORDING</b></p> <p>Thank you for calling <b>(COMPANY NAME)</b>. For English, press 1. For Spanish, press 2. This call may be recorded for quality assurance. / All of our operators are currently busy. The next available person will be with you shortly. Your estimated wait time is approximately 30 minutes. (<i>music plays</i>) / Due to an unusually high call volume, we are unable to take your call right now.</p>	<p>Hi, this is <b>Janet</b>. What do you want?</p> <p><b>Scott</b> speaking. What's up?</p> <p>Hello? (<i>with no i.d.</i>)</p>	
<b>GREETING</b> (calling in)	Hello, this is <b>Mike Cho</b> from <b>(COMPANY NAME)</b> . <u>May I please</u> speak with <b>Carla Smith</b> ?	Hi. Can I speak to <b>Kevin</b> ?
<b>SCREENING A CALL</b>	<ul style="list-style-type: none"> <li>• <u>May I say</u> who's calling? <u>Thank you</u>. Let me check to see if he's in.</li> <li>• <u>May I ask</u> who's calling? / <u>May I tell him</u> who's calling?</li> <li>• Could I have your name and number, <u>please</u>?</li> <li>• <b>To whom</b> am I speaking? (<i>very formal</i>)</li> </ul>	<p>Who's this?</p> <p>Who's calling?</p> <p>Who am I talking to?</p> <p>Who am I speaking with?</p>
<b>PUTTING A CALLER ON HOLD</b> (Use the <b>HOLD</b> button.)	<ul style="list-style-type: none"> <li>• <u>Please hold</u>. <u>Do you mind</u> holding? <u>May I</u> put you on hold?</li> <li>• Could you hold <u>please</u>, <b>while</b> I check?</li> <li>• <u>Would you mind</u> holding, <b>while</b> I see if <b>Ms. Lee</b> is available? (<i>Ms. = title used for women</i>)</li> <li>• <u>I'm sorry</u> to keep you waiting. <u>Thank you</u> for holding. <b>Mr. Blake's</b> on another <b>call</b>. (He's on another <b>line</b>.) Would you like to continue holding? (<i>Mr. = title used for men</i>)</li> </ul>	<p>Hold on.</p> <p>Hang on.</p> <p>Wait.</p> <p>Give me a sec. (<i>sec. = second</i>)</p>
<b>NOT AVAILABLE</b>	<p><b>Sally</b> is away from her office. <u>May I</u> take your name and number, and have her return your call?</p> <p><b>Mark's</b> not available, but I do expect him back in the office later this afternoon.</p>	<p><b>Too much information:</b></p> <ul style="list-style-type: none"> <li>• I don't know where she is.</li> <li>• He's using the men's room.</li> <li>• She's on her break now.</li> <li>• He called in sick today.</li> </ul>

	RESPECTFUL	FRIENDLY (but can be rude)
<b>LEAVING A MESSAGE</b>	<ul style="list-style-type: none"> <li>● Could you <b>take</b> a message for me, <u>please</u>?</li> <li>● I'd like to <b>leave</b> a message for <b>Ralph</b>.</li> <li>● Would you <u>please</u> put me through to his voicemail?</li> </ul>	<p>Can you <b>take</b> a message?            Can I <b>leave</b> a message?            Give me his voicemail.</p>
<b>TAKING A MESSAGE, OR TRANSFERRING A CALL</b>	<ul style="list-style-type: none"> <li>● Would you like to <b>leave</b> a message?</li> <li>● I'd be happy to <b>take</b> a message for <b>Carol</b>.</li> <li>● What would you like me to tell <b>Simon</b>, or would you like his voicemail?</li> <li>● Would you like me to transfer you to <b>Maria's</b> voicemail?</li> <li>● I'm transferring you to <b>H.R.*</b> They'll be able to assist you with <u>your situation</u>.</li> </ul>	<ul style="list-style-type: none"> <li>● What do you want me to tell him?</li> <li>● I'm transferring you to <b>H.R.*</b> Tell <u>your problem</u> to them.</li> </ul> <p><i>*H.R. = Human Resources Department or Personnel Department</i></p>
<b>CHECKING INFORMATION</b>  <i>wrong number = incorrect number</i>  <i>first name = given name</i>  <i>last name = family name or surname shared by members of a family</i>	<ul style="list-style-type: none"> <li>● What number are you calling? I think you have <b>the wrong number</b>. There's no one here by that name (you gave me).</li> <li>● Could you <u>please repeat</u> that?</li> <li>● I'm having difficulty hearing you. Could you <u>please speak up</u>?</li> <li>● What's your name? Your name, <u>please</u>? How do you spell that?</li> <li>● And your <u>last name</u>? Would you <u>please spell your last name</u>?</li> <li>● Could you spell your <u>last name again, please</u>?</li> <li>● <b>I want to make sure</b> that I wrote your name down correctly.</li> <li>● What company do you work for?</li> <li>● What's your phone number? And the area code, <u>please</u>?</li> <li>● <b>What's</b> a good time to reach you? <b>When's</b> a good time to call you back?</li> <li>● <b>So you're saying</b> that you're stuck in traffic and will be late.</li> <li>● <b>If I understand you correctly</b>, you'd like to meet with <b>Mark</b> on <b>Monday</b>.</li> <li>● You want <b>Alice</b> to meet you in the lobby. <b>Is that correct?</b></li> </ul>	<p><b>PHONE ALPHABET</b></p> <p>Was that "<b>b</b>" as in "boy" ...          ...or "<b>v</b>" as in "valley"?</p> <p>Was that "<b>m</b>" as in "Mary" ...          ...or "<b>n</b>" as in "Nancy"?</p> <p>Is that spelled with an "<b>s</b>" as in "Sam" ...          ...or "<b>z</b>" as in "zebra"?</p> <p>*****</p> <p><b>COMMON MESSAGES</b></p> <p>[v] Please call.          [ ] Will call again.          [ ] Returned your call.          [ ] Please call back <b>ASAP</b> (<i>as soon as possible</i>).</p>
<b>CLOSING</b> Let the caller hang up first, in case he or she wants to ask you something at the last minute.	<ul style="list-style-type: none"> <li>● Is there anything else I can do for you?</li> <li>● <u>Thank you</u> for calling (<b>COMPANY NAME</b>).                Have a <u>nice</u> day. It's been <u>nice</u> talking with you.                We <u>appreciate</u> your business. Good-bye.</li> </ul>	<ul style="list-style-type: none"> <li>● <u>Thanks</u> for calling. Bye.</li> <li>● (I'll) talk to you later. Bye-bye.*</li> </ul> <p><i>*"Bye-bye" sounds childish. Use it only with friends.</i></p>