

Strand: OFFICE ADMINISTRATION

Substrand: CUSTOMER SERVICE

Content Learning Outcome:

- differentiate between personal and telephone callers

Callers: are the people who pay a brief visit or makes a phone call to the business.

There are two types or callers:



Personal callers

are people who comes to the office or business personally.

Tips for welcoming personal callers

- Installing visitors signs, eg: “**visitors**”.
- Placing welcome doormat.

Tips for answering telephone callers

- Be prepared.
- Greet correctly.
- Use a professional voice and manner.
- Smile.
- Be aware of and careful with names.
- Be discreet and tactful.
- Transfer the caller with the call.
- Be kind to people on hold.
- Take messages correctly.
- Strive to help callers in every way.

Activity Question:

1. What is the difference between personal and telephone callers?
2. How are the personal callers welcomed in an office?
3. How are the telephone callers welcomed in an office?

THE END.

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Content Learning Outcome:

- procedures of using business telephone.

1.1 Be prepared

- Practice using the features of your phone example: transfer button, hold button.
- Have a pad of paper and pen near the phone ready to take notes.
- Have a clearer space around your phone to avoid knocking of things.
- Keep phone directories near the phone.
- Hold a team meeting prior to business hours, or early in the day.
- Make sure you are in the communication loop, to know about any new information.

1.2 Greet correctly

- Use a friendly greeting - Include words such as "Good Morning" or "Good Afternoon."
- Identify your department - to identify your department.
- Identify yourself - Please state your name clearly when answering the phone.

1.3 Use a professional voice and manner

- Professional voice means that when people call your office, they feel like they are in good hands.
- Your callers feel like they have connected with someone who is willing and competent to help them.
- Your callers cannot see you; they judge you (and your department) by the tone of your voice and what you say.
- Use a pleasant, professional tone.
- Speak clearly and not too quickly.
- Avoid being abrupt or terse. Inspire confidence with your voice.
- Strive to be unfailingly polite.

Activity Question:

1. List some of the common features of telephone.
2. List some of the greeting words.
3. State the reason, for being professional.

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Content Learning Outcome:

- Identify types of visitors

Visitors to an office are classified into **three** categories:

1. Visitors with appointments

- Visitors who have placed appointments with the receptionists a day or two earlier.
- It is the duty of the receptionist to see that they are being served on their appointment times.

Examples:

- Customers/clients transacting business.
- Representatives from other business
- Applicants for jobs
- Visitors from different countries and cultures

2. Visitors without appointments

- Are people who are known to the business.
- Visitors are normally the regular customers.

Example:

- Courier making deliveries and collections
- People who come to fix machines in the office.

3. Complete Strangers

- Visitors that are calling or coming into the office for the first time.
- It is their first impression of the service provided that will make him decide on whether to return and take his business elsewhere.

Example:

- People making enquiries about products /services
- Customers making complaints
- Sale representatives from other business
- People from other charity organisation asking for donation

Activity Question

1. List three types of visitors
2. Give two examples of a strangers.
3. Why strangers should be served in a professional manner.