

PENANG SANGAM HIGH SCHOOL

YEAR 9

OFFICE TECHNOLOGY

WORKSHEET 19

LESSON NOTES AND ACTIVITY

STRAND	OT 9.3 Office Administration
SUB-STRAND	OT 9.3.2 Customer Service
LEARNING OUTCOME	<ul style="list-style-type: none">• Explain who telephone callers are.• Understand the importance of handling telephone calls correctly.• Master the art of answering the telephone calls.

BUSINESS TELEPHONE ETHICS

Incoming Calls – telephone calls received by the organization.

1. **Answer the telephone promptly - that is on the first ring or before the third ring. Leaving someone waiting gives an impression of inefficiency.**
2. **Identify the Organisation and Yourself**
3. **Greet the caller warmly, cheerfully and with enthusiasm.**

Respective calls should be handled as follows:

- a) When call is answered at the switchboard state: Greet, name of organisation and your name. e.g. good morning, Xavier college, this is Mary Kom.
- b) Answering at an extension. Identify your department, your name and say “How may I help you?” e.g. Good morning, science department. This is George, How may I help you?
- c) Answering from someone else’s extension: Identify the person in charge, department, how may I help you? eg: Good morning, this is George Benson’s extension, sales department how may I help you?
- d) Answering cell phone: Simply say: “Hello” and state your name. e.g. Hello, Ann here.
- e) When the conversation is over, thank the caller. e.g. Good bye, Mr. Smith, Thank you for calling.

3. **Adopt a helpful attitude**

Try and give the caller every assistance; If you cannot do this than transfer the call to someone who can help or take his/her number and call back as soon as possible with the information.

4. **Transfer calls correctly**

Ask the caller politely to hold the line, when transferring calls, e.g “Would you hold the line please, Mr. Smith. I’ll see if someone else can help you. I won’t be a moment.

(Never leave a caller holding for long. If it is taking long then return to the caller.)

“I am sorry to keep you waiting Mr. Smith . I am still checking for you .

Once you get someone to help: “I am putting you through now, Mr. Smith.”

5. **Dealing with difficult customers**

If a customer is aggressive, it is natural to be aggressive in return but you need to control this feeling to avoid a more serious situation.

Remember to turn complaints into opportunities for customer satisfaction. The satisfied customer will then be an ambassador for you and your organisation.

6. **Reconnecting a Call Which Has Been Disconnected**

The person who made a call should ring again.

ACTIVITY

1. Leaving someone waiting gives an impression of _____.

2. What do you mean by **Identify the Organisation and Yourself?**

3. How you can adopt a helpful attitude while answering the telephone?

4. How you can deal with the difficult customers?

THE END 😊