

## Telephone Customer Service

### **If the Phone is Ringing, Answer It**

“Good Morning (or evening or afternoon). Fromagination; how may I help you?” Answering the phone is everyone’s responsibility, regardless of department. Not answering the phone is like ignoring a guest standing at the counter waiting to order. We do a great deal of our business over the phone. It is imperative that we give the best, most professional service possible whenever we are on the phone.

### **Body Language (and Speed) Talks**

Our guests may not be able to see you, but nevertheless you communicate your “body language” and attitude over the phone lines. We are committed to giving the same exceptional service on the phone as we would to a guest standing right in front of us. Also, slow down...you may be in a hurry to answer the telephone, but, once you answer it, remember to relax and hold a pleasant conversation. Be nice.

### **Politeness Counts...So Does Concern**

On the phone, courtesy counts even more than in person. Be careful to convey patience and gratitude for the guests’ business at all times. Keep a smile in your voice. Be concerned for those with complaints.

### **“Can You Hold Please?” is a Question, Not a Statement**

Be sure to give the guest a chance to answer your questions before you put them on hold.

### **Accuracy and Attention to Detail are Critical**

Always read back an order to the guest to avoid mistakes. If a guest is phoning in an order for pick-up, always tell them where to pick it up and the current wait. Also, double-check all numbers you get!

### **End Every Call by Thanking the Guest**

Always end every call enthusiastically by thanking the guest for calling. We want them to be glad they called Fromagination.

### **Other Fromagination Service Dos and Don’ts**

- Always greet a guest when you make eye contact with them...and vice versa!
- Always say, “Thank you for holding” when you pick up a line that has been on hold.
- Always say, “Good morning. Fromagination. How may I help you?” And determine whether you can transfer the call before putting them on hold.
- Always enthusiastically say “Thank you for calling” before you hang up.
- Always say, “May I...?” rather than, “Can I...?”
- Don't respond to a guest’s request with “It’s over there.” Personally take them to the area.
- Never respond to a guest’s request with “It’s not my job.” Instead find someone who can help them effectively.
- Never respond to a guest’s request with “I can’t do it for you.” Find someone or something that will meet their needs. One way or another, we are going to help them out!
- Never let a guest wait without acknowledging them. Just smile and say, “We will be right with you” while you finish what you are doing for another customer.
- Don't say, “Anything else?” or “Is that all?” Instead, enthusiastically ask, “What else can I get for you?!”