



Telephone Techniques

19 Must Have Skills for Staff

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Basic Principles of Telephone Success



PREPARATION

- Stop what you're doing.
- Take a deep breath.
- Sit up.
- Have a pen and paper handy.

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- Answer on the first two rings.



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- Smile.

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Introduce your office.



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- Speak distinctly.

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- Don't eat chew gum or drink.

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- LISTEN to what the caller says.

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- Write it down.

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- Cultivate a courteous and friendly attitude.

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- Watch your language.
 - Tonic
 - Refraction
 - *q3n#hu%

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- Answer questions with questions.



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- Apologize for all errors and delays.



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- Keep your promises.



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- Treat patients with respect.



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- Hold button etiquette.



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- Let the caller hang up first.



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- Voicemail etiquette.

- Thank callers for calling.

