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<u>Amended:</u>	POLICIES & PROCEDURES	SPA_013

<u>Subject:</u> Telephone Etiquette	3 pages
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I. OBJECTIVE

To provide a prompt, efficient and professional service for guests over the phone and making sure guest requirements are met.

II. PROCEDURE

When Answering a Call

- Smile In Your Voice when you answer the Phone
- Answer within 3 rings
- With Concentration , do not get distracted
- Enthusiasm, Positiveness.

Verbiage

- **External Calls:**

Good morning/ Good afternoon/ Good evening. Welcome toSPA. (Name ...is speaking. How may I assist you?

- **Internal Calls:**

Good morning/ Good afternoon/ Good evening. Thank you for calling <Your Department> <Your Name> speaking. How may I assist you?

Established Guest Requirements

- Believe in yourself and control the call
- Product Knowledge



- Positive response
- Do not use “**No and Sorry**” at the beginning of the sentence (e.g. I am afraid that is not available/possible, please wait a moment I will check it again... Mr/Mrs...)

Transferring a call

- Get Information
- Listen and clarify
- Give Information on who has the solution / Answer to his query
- Give Information to the person to whom you will connect the call
- Don't make the guest repeat.

Allow me to transfer your call Mr/Mrs.....to the (Department) or (Guest Name).

Call on Hold

- Listen, clarify and ask the guest whether he/she is able to hold
- Always press the hold button when keeping a guest on hold
- Don't say “Just a second”. Give an approximate time....(1min, 5mins, 15mins)
- Offer options of calling back and make sure you call back
- Take correct name, number and reconfirm
- Thanks the guest for being on hold
- If it will take more than an hour to return a call, ask when would be the best time to call back.

Allow me to place you on hold Mr/Mrs.....

Taking Messages

- Listen with concentration
- Name of the caller
- Name of the person the message is for



- Contact Number
- Time and Date
- Message
- Spelling of name and message re-confirm
- Best time to call back (If applicable)

Important Points to Remember:

- You are the voice of the hotel and the company, so create a professional service image.
- Personalize all calls and make sure you give your best each time
- There is no better satisfaction then talking to a satisfied customer
- Regard all callers as customers both internal and external
- Over the phone you are judged by your words and voice. Make them your assets not liabilities
- Use the caller name when you know it. It is a sign of respect and shows you care
- Leave the customer with a positive feeling and let them know we appreciate their business
- If you have to and need to follow up with the guest
- Do It within the agreed time frame

Issued by

Front Office Manager

Approved by

General Manager