

# Telephone Etiquette

Perfect Customer Experience Best Practices



Interaction with GSA via the telephone provides our customers with the most powerful impression of our availability. Customers should never be left with the feeling that we are unavailable.

## Basic Greeting

- Answer the phone with the greeting “Good morning/afternoon. GSA; this is (your name).”
- Supplement that greeting with a questions such as “How can I help you today?” or “How may I direct your call?” as appropriate.

## Voice Mail

- Update your voice mail message with the following information as appropriate:
- Your location “I’ll be in the office today,” or “I am in training today, but I will check messages during the breaks.”
- The method the caller should use to reach someone immediately (“If you need immediate assistance, dial extension 1234 to speak to John Jones who can help you.”)
- If you will be away from your phone for an extended absence, such as for temporary duty or vacation, let callers know when you will return. If this is the case, the message need not be updated daily.
- If you are working away from the office (as in the case of teleworkers), tell the caller how to reach you at your alternate location.

## Responsiveness

- Return all calls within one business day – the sooner, the better.
- If the call you take is not for you, be sure you locate the correct person before transferring the caller.
- Before transferring any call, be sure the receiving employee is available.

If the employee to whom the caller needs to speak is unavailable, give the caller the option of leaving the message with you or leaving the message in the intended recipient’s voice mail box.