

	RESOURCE LIBRARY - RESERVATIONS Telephone Courtesy	CODE: 03.01.51
		EDITION: 1
		PAGE 1 OF 1

Policy: Reservation Sales Agent shall follow the telephone courtesy.

政策：预定销售员必须按照以下的标准接听电话。

Goals: To provide professional service.

目标：提供专业服务。

Steps步骤:

Pick-up Phone 接听电话

- No food in mouth; no smoking
不要咀嚼食物，不要吸烟
- Prepare a notepad and a pencil, in case you need to write something.
准备好纸笔
- Do not forget to SMILE.
不要忘记微笑
- The phone must be picked up within three rings
所有的电话必须在铃响三声内接起。
- Proper greetings should be delivered: Good morning/afternoon/evening, Reservation *** speaking, How may I help you, 您好，预定部。
接听电话必须按照以下标准致以问候：

Put caller on hold 让客人等候

- Ask for permission before you put the caller on hold.
在让客人等候之前，先征得客人的同意。
- Press Button “Hold”. Never let the guest hear you are talking to a third person.
摁“等候”键。永远不能让客人听到你和其他人的对话。
- When back to caller, thank him/her for waiting: “thank you for waiting”.
感谢客人等候

Forward a call 转接电话

- Before forward a call to a third person, ask who is calling and what for. Before put the call through, explain to the third person who is on the phone and what for.
将电话转接给第三人之前，先询问对方姓名，及来电原因，然后将这些信息告知第三人。
- Never forward a call to a third person directly without any explanation.
永远不要将电话直接转给第三人。

If the person caller wants is not around 如果对方要找的人不在附近

- Offer caller options: “Would you like to call back later” or “Would you like to leave message”?

给对方选择：是否待会儿打回来或者给留言。
- If caller wants to leave a message, the following information is required – caller’s (last) name, company, contact information, main issue.
如果客人选择留言，询问以下信息—姓（名），公司名，联系方式，主要事宜。

End the Call 挂断电话

- Thank caller 感谢对方的来电
- Hang up gently after the caller. 等候对方先挂断电话。