

## ***Lesson 2: Telephone Skills and Exchange Procedure***

### **Objectives:**

*At the end of the Lesson, the students must be able to:*

- 1. Respond to incoming telephone calls and*
- 2. Make telephone calls using proper telephone manners.*

### ***Introduction***

Front office department is responsible for communicating with all other departments in the hotel as well as different sections within the department. To get the front office and back office jobs done successfully, the front office staff members need to communicate with their peers as well as the colleagues and subordinates.

Within the department, the staff of front office communicate with each other to provide the best possible guest services such as reserving accommodations, registering guests, managing guest accounts, handling guest mails, and personalized guest services.

4Telephone communication is a verbal mode of communication which allows two or more users to communicate with each other.<sup>5</sup> Telephone was the first device which facilitated people to talk directly when they are far away to be heard directly. Telecommunication is one of the widely used forms of communication for the exchange of information in day to day life & in different sectors such as agriculture, science, culture, public health, personal service, hospitality industry etc. It is a simple & fast method of communication. Telephone Exchange/Desk is a necessity in hotel to handle incoming & outgoing calls of a hotel. Operations of Telephone Exchange & telephone operators depend on the size of the hotel. A small hotel may satisfy its need by placing a telephone switchboard at reception counter. A larger hotel will have a dedicated room with telephone switchboards and telephone operators for handling telephone calls. This section of Hotel maintains the communication network of the hotel which is usually situated near reception area to coordinate for providing better guest services. Telephone exchange maintains temperature for the room through air conditioning to keep the equipment of telecommunication in working condition for smooth operations. Telephone Exchange works on 24\*7 hours basis. Now days, the use of mobile phones have reduced the work of telephone exchange in hotels.

### **Telephone Skills and Exchange Procedure**

Telephone communication is **one of the most important forms of communication within the company**. Although today its use is being replaced by other forms of communication (such as email), phone use is one of the most common means by which to materialize both **67 internal and external communications**

It is very important in business because it is the medium through which the **first contact** with, or from the company is made. So, before any personal contact, the usual thing is to make a phone call to arrange an interview or to specify any matter or topic. The interlocutor at the other end of the line will form an idea about the company depending on the impression after this first telephone contact.

In any case, beyond the business sector, it is also crucial to follow a proper technique when having telephone conversations, as it is an essential tool to achieve our goals in a phone call, either as its senders or its recipients.

From the standpoint of business communication, telephone use has an enormous advantage: **interlocutors don't see each other**, and this may work for solving tricky or unfavourable situations. As interlocutors don't see each other, the arguments provided in a telephone conversation may be more solid and credible if we apply the proper techniques and procedures.

Another advantage of this type of communication is that we can do other things as we speak, such as taking notes, search for something on the computer, ask something to a work mate (always with discretion), and so on.

Thus, we may say that applying the appropriate telephone techniques is essential to get the most out of this communication tool in business.

Thanks to advances in technology, telephone communication devices have evolved generating new services and expanding its capabilities.

**Respond to incoming calls**

Now, we will study certain rules that will allow us to answer a phone call properly and to transmit a good image of our company. Table 6.3 groups them into two types: those associated with non-verbal communication and those concerning verbal communication.

Rules relating to aspects of non-verbal communication	Rules relating to aspects of verbal communication
Answer calls as soon as possible: the first or second ring.	Answer politely and courteously. For example: "Tadami Muebles, good morning", "Tadami Muebles, this is María speaking, how I can help you?".
Speak in a relaxed and soft tone.	Pay attention to your diction and pronunciation. You must take special care if you have a very strong regional accent that may prevent our interlocutor from understanding.
Voice volume must also be moderate.	Be very careful with words that we don't want the interlocutor to hear, as covering the handset may not be enough. If your interlocutor hears what you say, you will create a very bad impression.

Do not keep the caller on hold for long. A maximum of 30 seconds.	Do not forget the rules of courtesy and always treat your interlocutor with the word "usted", unless he or she tells you not to do so.
If we know that it will take a long time until we assist the caller or if the person he or she wants to talk is not available, it is best to inform the caller, ask him or her to call some other time or give the chance of leaving the name and/or a message.	You must give time to say goodbye and wait for the caller to hang up before we do.
Stop what you are doing and pay attention to the call.	If you notice that the interlocutor is a foreigner, you will speak slowly and vocalizing, but never shout.

**Telephone Call Receiving Procedure**

**Things You Should Learn:**

- 1. You Should Know:
  - Your system first. You should be able to identify what is external and what is internal call.
  - How to transfer a call.
  - Some frequently use telephone code
  - Country code for outbound calls
  - How to put your caller in hold
  - How to use different phrase while talking
  - How to receive other's call in your phone, etc
- 1. You should always have pen or pencil and small note books to write down message or notes.
- 2. Answer a telephone call within 3 rings.
- 3. If you receive an internal call then you should start with a greeting then your department name then your name then asks how you can assist him.

For example: Namaskar, Front Desk, ..... speaking, how may I help you?

- 1. For an external call follow this procedure: Greeting then your hotel's name then ask how you can assist him. For example: Namaskar Hotel ABC Hotel, How may I assist you?

**A: During Call:**

- People easily become friendly and feel happy if you call him by his name. So, first ensure how should you address him and then call him by his name.
- While talking for quite a long time shows your caller that you are eagerly listening to him. So sometimes making noises like “hmm”, “yes”, “ok”, “I understand” can make the conversation spontaneous. Otherwise in middle of a long discussing if

you keep silent for the whole time your caller may be confused whether you are listing or whether you are still on line or not. So, don't make your caller confused.

- Receiving call demands deep attention. If you talking over telephone and at the same time doing other business then you cannot concentrate on anything.

So, if you really have to finish another job then it is better to hold the caller or tell him that you will call him after a certain period of time.

- Make your tone as friendly as possible. Try to smile while talking, the way you talk reflects in your tone.
- Don't neglect any call. Take it as a business opportunity for your organization.
- If you or the caller cannot listen to other then offer him to call back.

### **B: Other People's Call:**

- Don't say, you don't, whether the person is whom the caller's looking for. Tell him that you will call him back after locating him.
- If you can't find that person then offer the caller to receive any message on behalf of that person.
- If you know when the person will be available then suggest the caller to call him.
- Don't share any personal contact address as long you are not sure enough about the caller.

**Now we will learn some most common widely used phrases and expressions used while handling calls:**

1. Sometimes by hearing the tone you may not identify whether you caller is male or female. It is better to ask "How should I address you?" or "May I have your name please?"
2. If you need to transfer any call then say "Please allow me to transfer your call to Mr. X. Could you please hold down for a minute?" After that if the caller allows you and says Yes or Ok then transfer the call.
3. If you found the extension is not reachable or dead then say "Thanks for holding. But I am afraid Mr. Y is not available. Would you like to leave a message for him or call back later?"
4. If you found the extension is busy then say "Thanks for holding. Mr. Y is busy and still on line. Would you like to leave a message for him or call back later?"
5. While finishing a conversation say "Thank you Mr. X for calling. Have a nice day."
6. Some common phrases are: "May I have your name please", "May I have your contact number please", "Mr. X please let me repeat the message.....Is that all right?", "Mr. X could you please hold down for a minute?"

### **Record information**

Always keep pad, pen or pencil to receive any message. When you take any message try to write down these points of information in clear handwriting so that you can understand next time:

- Date & Time of the message
- Callers name
- Reason of Calling

- Message he left to deliver
- Name of the Guest, caller calls
- Guest's room number

Callers telephone number, etc.

### **Good & Bad Practices:**

#### **Answering Telephone in Hotel & Restaurant: DOs & DON'Ts**

Telephone always plays a significant role in hospitality industry. People from all round the world call for making booking or asking information or transferring message to the guest or for various other purposes. If you are a hotelier then you may have to answer telephone calls.

This happens mostly with front desk staffs. Today we will learn some most effective telephone answering tips. These are some basic techniques you should apply while answering any call in hotel or restaurant.

#### **DOs:**

- Answer the telephone promptly within 3 rings.
- Make the caller know your work area, your name and offer appropriate greeting. If it is an inbound call then just mention your department and if it is outbound call then mention name of the hotel with your identity.
- Always have pen and paper on hand, specially front desk personnel should always be ready to keep records.
- Listen carefully. Pay close attention to details being expressed by the caller.
- Make the caller feel that they have your undivided attention. Make an occasional acknowledgment of what he/she says. Mention the name of the caller, once established.
- If you have to ask the caller to hold on, explain why. Wait for the caller's agreement before actually putting him/her on hold.
- If you have to transfer the call, explain why and make sure that the caller is properly introduced to the next party. If the purpose of the call has been said already, repeat the same to the next party.
- If you say you will call back, do so as soon as possible. Give him some sorts of idea that how long he or she need to wait.
- Sometimes you may not understand whether the caller is a man or lady. To be on the safe side politely ask his or her name or you can say "how should i address you"?
- Repeat back any details and follow up in writing (if necessary).
- Close conversation politely. Always say "thank you for calling."
- Let's caller hang up first.
- Try to satisfy your guest with proper information. If you don't know detail then

transfer the call to the right person. Never give wrong information.

#### **DON'Ts:**

- Let the telephone ring more than 3 times.
- Answer the phone with merely "hello" or "yes".
- Ask the caller to hold on while you scramble for pen and paper.

- Rely on your memory instead of writing what the caller says. Asking the caller to repeat the details is annoying and does not leave a good impression.
- Say “hold on” and leave the caller wondering if he/she is still being attended
- Say “I’ll transfer your call” without saying to whom and why.
- Say you will call back when you have no intention to.
- Say you cannot help and not offer to connect the caller to someone who can.
- Say “he hasn’t come in yet”, “she hasn’t come back from lunch yet” or “he is in the toilet”.
- People do not want to know the reason and are given the wrong impression by such answers.
- Hang up without trying to close the conversation.
- Hang up without thanking the caller for calling.
- Put your least intelligent, least coherent or “panicky” staff in charge of the phone.
- Keep talking to another person while answering phone.
- Eating something while answering phone.

### **Understand common telephone systems**

Smart phone systems for hotels are now an effective and quicker way for guests to make requests in the comfort of their own room. The receptionist will even know who is calling, which provides a memorable and personal customer service. Just by connecting your phone with your CRM or front of house system, your guests can simply extend their stay or order dinner from their handset. More features include:

What a hotel telephone system can do for your guests.

Today’s specialist hotel telephone systems are designed to be seamlessly integrated into CRM, PMS or other Front of House software. This enables many day to day tasks to become automated and integrated into your systems, leaving staff free to spend more time looking after your guests. Be it the ordering of food and drinks, listen in and ‘baby monitoring’, wake up calls, and simple one touch services for the restaurant, gym, spa, or golf centre, so much more can now be done from the handset in your guests rooms. And for that personal touch, your customer’s name can be displayed with each service call that they make, enabling your teams to greet them by name as each call is answered.

#### **Some helpful features for your guests might include:**

- **8.Multi-language** to enable your regional and multi-national guests to use your telephone system with confidence and ease.
- **Conference Calling facility** to provide for the needs of your business clients.
- **Direct Dial** whereby a guest can chose to allow external callers to dial directly to their room.
- **9.Privacy Mode** enabling your guests to put their phone onto ‘do not disturb’ mode to block any calls from coming in or perhaps diverting these directly to their private voicemail (this can be overridden should an emergency scenario arise).
- **Private Voice Mail boxes** for your guests ensuring messages from missed external and internal calls are highlighted by a flashing lamp on the telephone handset. Message retrieval and returning calls is nice and simple, at the press of a button.
- **Room to Room dialing** so that groups and parties can easily stay in touch – and what is more this can be set up by reception or blocked should the need arise.
- **Hotel services recordings** can be a convenient and unobtrusive way for guests to listen to the array of treats and services available to them at the hotel and perhaps in the local area, potentially enhancing their stay.

- **Listen in and child monitoring services** to enable guests to monitor their room from other parts of the hotel.
- **10.Wake up call** which can be set by your guest from their phone or perhaps organised by the front desk. You can chose to deliver a pre-recorded wake up greeting or if preferred schedule a call with the night porter or early morning receptionist.

- **Answer telephone calls according to organizational standards**

This procedure is designed to ensure that the phone calls made to Hotel Hotel are handled in an efficient, warm and welcoming manner.

ALL STAFF must ensure the required level of quality for this procedure is maintained at all times and that all staff, contractors and suppliers that this procedure affects are aware and trained.

## SOP – Telephone Etiquette in hotels

What all points should be taken care of while answering a call?

- Phone should be answered within three rings.
- Smile even though you are on the telephone.
- Sit or stand up straight.
- Use a low voice pitch.
- Match your speaking rate to the caller's.
- Avoid extremes in volume.

### Standard Phrase:

How to answer an External call?

- Wish according to the time of the day (Good Morning, Afternoon or Evening), (Your Hotel Name) , How may I help you.
- How to answer Internal Guest calls?
- Wish according to the time of the day (Good Morning, Afternoon or Evening) Mr. \_\_\_\_\_ (Guest last name), This is \_\_\_\_\_(Your first name), How may I help you.
- How to answer interdepartmental calls?
- Wish according to the time of the day (Good Morning, Afternoon or Evening), This is \_\_\_\_\_ (Your first name), How may I help you.

Note: Check out more sample Standard Greetings used in hotels.

Transferring a guest call:

How to transfer a guest call?

- While transferring a guest call you should say:
- Transferring your call with pleasure.
- Putting a guest call on hold:
- How to put a guest call on hold?
- While putting a guest call on hold you should say:
- Allow me to put your call on hold while I check for the information required”

Or

- “Could I put your call on hold, while I check for the information required?”

#### Guest Query:

- How to handle a guest query?
- For any guest query you should say:
- I will be glad to assist you.

#### Other Hotel Sample PROCEDURE

1. The phone should always be answered within three rings or 10 seconds time.
2. Before answering ensure the background is free from noise.
3. Be prepared. Have a pen and paper or email message open to capture details.
4. Answer the phone with the appropriate greeting. For external calls this is, ‘Good morning, Hotel Hotel, this is Jason.’ For internal calls the caller’s name is presented on the display, use this in the greeting, ‘Good morning Mr Smith, thank you calling reception, this is Jason. How may I help you?’
5. Speak slowly, clearly and concisely.
6. Use positive body language while on the phone and smile, it’s audible.
7. For external calls always discover the name of the caller buy asking, ‘who am I speaking to please?’
8. Listen to the request of the caller.
9. If you need to check a detail (even if it’s with the person standing next to you) place the caller on hold. Before you do so, always ask their permission and explain why you need to do so, for example, “Mr Smith, may I place you on hold while I check with our Food & Beverage team?” Don’t leave a caller hanging for long. Check back in with the call after short intervals.
10. If transferring let the caller know who you will be transferring them to and why. The best approach for hand over is;
  - Handover to new receiver: ‘Juliane, this is Nikko, I have Mr. Donaldson on the line who needs some information about Corporate Room Rates.’
  - New receiver: “Good morning Mr. Donaldson, this is Juliane. I understand that you would like to know about our Corporate Room Rates, is that correct?”
11. All phone messages are delivered by email. Notes on desks can get lost, are often missing date and time information. Verbal messages may come at an inopportune time resulting in the caller not being called back.
  - Always get the name, company, telephone number and reason for the call (many people state the staff member already has their phone number but generally always ask for the number as this is more efficient).
  - Always note if the message is urgent
  - Subject line and the body of the message must be formatted as follows; Subject Line: PHONE MSG | Please all Suzi at Molonglo Group on +61 2 96287 6170 (name, company, phone in international format). Body of Message: She is chasing up X2 additional set of keys for Apt 704 at New Acton East.

- **Transfer calls, screen calls and place call on hold**

#### Introduction

Most people get a knot in the pit of their stomach when they hear "hold, please," or are transferred during a telephone call, and with good reason. Many people do not know how to handle these situations properly. This article will review the proper etiquette for transfers and holds so that your customers remain on the line and are happy with your handling of the situation.



## The Pitfalls of Transfers and Holds

You will have to transfer callers or put them on hold from time to time; it is inevitable that you will face a high call volume or need to have someone else handle a particular customer. It is important that your customers do not feel punished or handed off because they are a nuisance. The best possible outcome is making the customer believe the transfer or hold is in their best interest. How do you achieve this?

### Transferring Calls Properly

Nothing is worse during a phone call than suddenly finding yourself talking to an empty line or being cut off mid-sentence, but many of us have had this happen. Someone transfers us to a different person without warning, knowing the other person is better suited to help us. But if a customer service representative does not communicate this, we may feel slighted or even think we have been cut off and simply hang up. Do not lose a customer this way!

**There are a few essential elements of call transfer you should never skip:**

**1. Inform the customer.** Let callers know you plan to transfer them, and give them the option to refuse. Your customer's time is valuable. If he or she believes being transferred and retelling the reason for the call is too time-consuming, the customer may opt to leave a message or call back when less pressed for time. The customer could be at a pay phone, calling from work, or on a cell phone. Whatever the reason, a transfer should be made only with the caller's permission. Here's an example:

*"Mrs. Ryan, I would like to transfer you to our accounting department. Is that okay with you? I believe that department will be able to get the information you need."*

**2. Give the caller the transfer information.** Despite your best efforts, the call may be dropped during a transfer. It is extremely frustrating when a customer has to call back but does not know whom to contact. This wastes the customer's time. To avoid this, make sure you tell the customer whom you are transferring them to, along with that person's direct phone number. If the call is dropped, the caller can easily reach the correct person directly.

*"You'll be speaking to Jessica Turner in accounting. If the call doesn't go through, you can reach her directly at 800-123-9876."*

*"I'm going to transfer you to Blake Carr in marketing. His direct number is 800-987-5432."*

**3. Let the customer know what to expect.** Some telephone systems have quirks that can confuse a caller. Make sure your callers know what to expect when transferred. Are there a few seconds of dead air? Will they hear a click that may make them think they have been disconnected? Tell callers so they will not hang up!

*"When I transfer you, there may be a moment without sound. Don't worry, this is normal and someone will pick up right after that."*

Interested in learning more? Why not take an [online class in Telephone Skills and Quality Customer Service](#)?

*"After I transfer you, there will be a short series of beeps. Please don't worry; this is just the line switching. Blake will be with you directly."*

**4. Always thank the customer!** Let your callers know you appreciate their patience and the opportunity to transfer them to the appropriate person.

*"Thank you for your patience, Mr. Knox. I'm sure Jessica will be able to get you the information you need."*

*"Thank you for letting me put you through to Susan. I'm sure she can resolve this situation to your satisfaction."*

**5. Introduce the caller.** If your phone system allows you to stay on the line during a transfer, make a formal introduction. You should tell the person you have called who the

customer is and a brief summary of the situation. This will make both parties more comfortable and save time.

*"Jessica? I have Mrs. Reilly on the line. She's calling in regard to a discrepancy on her October invoice. Could you help her clear this up?"*

*"Good morning, Blake. I have Theresa Ruiz here, who would like to talk to someone about our current marketing campaign in the Chicago area. I think you can help her out on this."*

**6. Make sure the call goes through.** If your system forces you to transfer without staying on the line, take notice of whether the call goes through by keeping an eye on the line. If the other party does not pick up the call, get back on the line. You will frustrate customers if you promise to transfer them and all they get is a long wait, listening to the phone ring in an apparently empty office.

If no one picks up on the other end, jump back on the call and offer to take a message or transfer them to voice mail, whichever is appropriate. Customers may leave a message or decide to call back. If they choose to call back, give them the proper contact information (the person, department, and direct phone number) one more time to make sure they have it. Remember, you are not finished with the customer until you are sure they have been taken care of.

### **To Hold or not to Hold**

People do not like being on hold, but it is a fact of life for most businesses, particularly in the customer service arena. You may have to transfer the call, find the customer's file, or answer another line. There are a myriad reasons to put a customer on hold, but you should always give the caller the option to refuse and handle it appropriately.

*Never* answer your phone with an immediate demand that the person wait on the line. Nothing is more insulting to customers than the impression that you assume their call can wait before you have even spoken to them. The phrase, *"This is Acme Company, hold please,"* followed by dead air or music will often be quickly followed by the customer hanging up in disgust.

Unfortunately, you cannot avoid using the hold function occasionally. Make every effort to keep it to an absolute minimum.

### **HOW TO SCREEN THE CALLER**

(Information that the secretary should find out about the caller)

1. Complete name of the caller
2. Position of the caller
3. Company represented by the caller.
4. Telephone number of the caller. (for returning call)
5. Person the caller wants (get the complete name)
6. Purpose of the call (message of the caller)
3. Identify yourself, your company and state your purpose.

- **Manage complains on the telephone**

## **dealing with complaints over the phone**

More and more medium and large companies are providing a department or a person responsible for handling the complaints that customers usually make.

However, many other companies are too small to afford the specific coverage of this service, and then any employee must be ready to meet any customer and/or supplier complaint, which are mainly communicated over the phone. Therefore, we must take into account a number of techniques that allow us to properly address these calls.

### **Techniques for dealing with complaints over the phone**

- Greet and identify ourselves: we will transmit security to the caller.
- Stay calm, with a soft voice tone and an average volume, although the interlocutor -as it usually happens- is nervous, raises the tone and even screams.
- Let the caller explain the whole situation that causes the complaint. This is better than

### **Handling Guest Complaints**

To make a complaint means – “to express resentment or displeasure”.

Most guests hate to complain and will think before they say something. When they do complain, it may be because of something major, but more often it is the result of a series of little things that have to build up to a point where just one more thing makes the guest snap. Sometimes the complaint may be totally unrelated to the housekeeping department or employee but the guest will still expect them to solve the problem.

### **Why do guests complain?**

- The quality of a product or service may be unacceptable.
- The choice on offer is limited.
- The wrong product is offered.
- Timing is wrong/ delayed service.
- Frustration due to the treatment the guests receive.

### **What does the guest expect when he lodges a complaint?**

It must be remembered that it requires effort on the part of the guest to lodge a complaint. It is not easy – the guest gets stressed in the process too. When a guest complains they expect

- To be treated courteously
- A satisfactory result
- To be believed
- Someone to take personal responsibility and make the necessary decisions to rectify the situation. They do not want to be passed from one person to another.
- To believe that the establishment values them
- To believe that the problem will not happen again
- THE GUEST DOES NOT WANT AN ARGUMENT

- **Manage emergency, threatening and suspicious calls**

It is a fact of life that the telephone provides a readily available tool for threats or prank calls.

You need to be prepared to take appropriate action on any call that you deem to be threatening or suspicious.

It is never acceptable to ignore any call that could be regarded as either.

Most businesses have standard procedures for staff to take when or if they receive a threatening or suspicious phone call so it is essential you identify and adhere to specific protocols for your individual workplace.

### **What sort of calls might be involved?**

It is possible a business may receive threatening or suspicious phone calls

such as:

- Bomb threats

- Hold-up threats
- Threats to staff members
- Threats of retribution
  - Threats to damage property
- Nuisance or prankcallers.

### **Guidelines for handling Bomb threats in Hotels and Resorts**

When a hotel receives a bomb threat, the primary concern must be always be the safety of the guests and staffs. It is required to have a bomb threat response policy to ensure the maximum margin of safety.

In the event of a bomb threat and an evacuation is initiated, the exit routes and assembly areas should be searched prior to vacating the premises. All hotel guests and staff should not be allowed to re-occupy the building and resume normal activities until a search has been conducted.

All hotels should prepare a emergency or contingency plan with logical and chronological steps to handle these situations.

Handling Bomb threat by Front office staffs - As bomb threats are often received by phone, the person receiving the call should be prepared to obtain the below information: ( It would be ideal to prepare a checklist with the following points and kept on an area which is easily accessible by the staffs during such emergency )

1. The time the call was received and on which telephone number or extension
2. Callers telephone number. ( If the hotel is having a operator board which displays the callers telephone number).
3. The Exact words of the person making the threat.
4. Listen to any background noises such as traffic, music, railway station, loud music etc.
5. Note down the gender of the caller and also the approximate age.
6. Any particular accent or familiar voice.

The Person who receives the threatening call should be prepared to ask the following questions if the caller did not mention the same.

1. Where is the Bomb located ?
2. When is it going to explode ?
3. What does the bomb look like ?
4. Why did you place the bomb?
5. What is your name?

The caller may provide specific information by answering these questions. It would be helpful to the police and officials if any additional information is obtained. The employee receiving the call should notify their manager immediately and provide a completed Bomb threat check-list.

**Following actions to be take by the hotel management team:**

1. Call up urgent meeting with all HOD's on the designated area to start the emergency response plan.
2. Notify the Police or other officials responsible for handling Bomb threats .
3. Assist the Police with directions and layout of your hotel to initiate the search.
4. Immediately initiate the evacuation procedures once the same has been received from the Police.
5. The evacuation of the hotel can be similar to the fire evacuation procedure.
6. The person who attended the call should be available to give detailed explanation about the call upon request from Police.

**Actions to be taken after a suspicious object has been found. When an unidentified object or package is found, the finder must not attempt to move or handle it. Notify the designated emergency response room and give the below details:**

1. Location of the object.
2. Reason why they consider it as a suspicious object.
3. Description of the object.
4. Any other useful information about the object.
5. Remove persons at risk.
6. Establish access control of the area and ensure no one approaches or attempts to move the object.
7. Endeavour to establish ownership of the object. There are been issues like legitimate property has been left behind in error by innocent persons prior to the bomb threat being received.
8. Continue the search procedure, until all areas have reported to the designated emergency response room as there will be more than one unidentified objects.
9. If an unidentified object is found, a quiet and systematic evacuation from the area should be initiated.

Re-occupation of the building is a decision that must be made by senior management in consultation with the police. If the evacuation was made without a search, the premises should be searched before re-occupying the facility.

Any effective Bomb Threat Procedure must be accompanied with an adequate training program. Training the essential personnel should encompass both the preventative and operational aspects of the procedure.

- **Manage difficult requests**

As a service to the guests, hotels provide a variety of items that the travelers need but are not kept in the rooms as a standard. The HK department takes care of the special requests of the guest and these items are loaned to the guest at no charge. Such items are generally placed with the HK control desk. These are also known as ‘Guest Loan Items’. Some of the items which may be requested by the guest are  
Voltage / international adaptors, Scissors, Hot water bag, Nail cutter, Iron & Iron board (in case if not already placed in the room), Furniture items – like an extra chair, Hard bed – a piece of wood placed under the mattress to make a bed firm and reduce back pain

**Extra beds – Chargeable**

All out machines, Torch,Special pillows (cotton, hard pillow, etc) many people request for foam pillows since they are allergic to feather pillows, Baby cot, Indoor games, Umbrella,Cane stick, Wheelchair,Hairdryer, Thermometer etc.

In most of the hotel desk supervisor maintenances Extra Item/ Loan Item cupboard in which these special items are placed.

Note – An extra blanket, pillow or towels are very normal requests. Some guests may request a bathrobe, more shampoo, floral arrangements, etc.

NOTE – not all requests by the guest are for additional/extra items, some are for service e.g.the room to be serviced, shoeshine, laundry to be picked up, etc.

1. Once the guest requests for special items it is recorded in the guest’s special request register/ guest call register/ message register by the control desk supervisor.
2. The concerned GRA/ floor supervisor is informed so that the particular request is attended to at the earliest.
3. The time of receiving the request from the guest & the time request being forwarded to the Floor Supervisor is recorded in the Message Register.
4. The GRA / Floor Supervisor accordingly take appropriate action i.e. the Guest request is fulfilled
5. Once the requirement of the guest is fully filled; the floor supervisor gives a follow-up call to the control desk.
6. The items given on special request are recorded in the floor register/floor logbook
7. The entries are also made on the occupancy board and the logbook. This gives information to the subsequent shift’s desk supervisor.
8. In case the guest is checking out the request items are removed from the room and the information is erased from the board.
9. The special request items are handed over by one shift to another shift. After every shift items are counted and handed over to the next shift

- **Making telephone calls**

The rules that allow us to make successful telephone calls and to create a good image of our company and ourselves are the following:

<b>Rules relating to aspects of non-verbal communication</b>	<b>Rules relating to aspects of verbal communication</b>
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When greeting, you will use a voice tone transmitting strength and confidence, avoiding hesitation.	When making a call, we must greet the interlocutor and identify ourselves with our name and surname and the name of the company we work for. For example: "Good morning. I'm José Pedrosa, from the company Complete Consulting. May I speak with Mr. Juanes, please?". If we are not calling for professional reasons we can simply say: "It's personal".
You must vary the tone throughout the conversation. There is no need to exaggerate, but using a monotone tone bothers the interlocutor, as it shows a lack of enthusiasm or boredom.	If we ask for a specific person, the right thing is to use "Don" or "Doña" before the name, or "Señor" or "Señora" before the surname. Never use family names or nicknames.
	If the person you want to talk to is not available at this time, we may ask what time is best to reach him or her.
	If you have already contacted the right person, you should ask whether it is good time for him or her to talk, as this person may be busy. If the interlocutor can talk at that time, we will continue with the conversation; if he or she cannot, we will arrange another time to make the call.
	If you leave a message with the reason for the call, the message must be clear and concise and should reflect the reason for the call, as well as our name and phone number for future contact.
	If you are calling somebody back, you must state when you were called.
	If we have agreed day and time to call, we will respect the agreement.

- ***Place outgoing calls***
- OUTGOING TELEPHONE CALLS  
HOW TO CREATE PROFESSIONAL IMAGE OVER THE TELEPHONE  
Operator-Assisted Service

International calls – dial 108

National calls – dial 109

Directory assistance service – dial 187

Repair service – dial 173

National direct dialing service (NDD)

Dial 0 + Area Code + Telephone Number

International Direct Dialing Service (IDD)

Dial 00 + Country Code + Area Code + Telephone Number

1. Be natural.
2. Speak clearly and distinctly.
3. Smile. Develop a “voice with a smile”
4. Be alert.
5. Use the caller’s name.
6. Visualize caller.

Your Actions

Your Responsibility

Greet in an alert and friendly manner:

### 13-15WAYS OF IDENTIFYING YOURSELF WHEN ANSWERING THE TELEPHONE

1. Name of the company and greet the caller.
2. Name of the company and offer to help.
3. If the call has been referred to you by the telephone operator:

Department and offer to help.

Your Actions

Your Responsibility

Ex. This is John from the DOJ. Please tell Atty. Mejia that Atty. Lim is expecting him to be at our office tomorrow at 10am for his appointment.

### HANDLING OUTGOING TELEPHONE CALLS

Your Actions

Your Responsibility

1. Answer telephone calls promptly.

Your Actions

Your Responsibility

1. Prepare for the call.

Consider every call important:

Answer on the first or second ring and be ready with a pencil and notepad for writing.

Determine carefully types of calls such as:



- Routine calls you can handle.

- Call that the boss must handle.

Call that must be referred to another person or office.

Write down on a notepad:

Ex. Mr. John Lloyd Cruz

632-7776

Department of Justice

Message: Confirm his appointment for September 27 at 10am.

## 5. Take messages

- Be helpful. When the person asked is not available, offer to take messages to avoid repeated calls. Get the Name, Office, Telephone Number of the caller & other important details about the call). Repeat the message to be sure that you took it down accurately.

Write down accurately:

\*Names, dates, time, number, places

2. Identify your company, greet the caller and identify yourself courteously.

Dial carefully & unhurriedly.

2. Please call.

3. Screen the caller tactfully.

## **LANDLINE PHONE FEATURES**

### **HELP THAT YOU CAN OFFER TO THE CALLER**

1. Caller ID

2. Call Waiting

3. Call Forwarding

4. Speed Calling / Dialing

5. 3-Party Conference

1. Take the message.

2. Advise the caller to call back.

3. Get the telephone number and offer to return the call.

## **HOW TO USE TELEPHONE DIRECTORY**

a. Subscribers List (white pages)

## b. Commercial and Industrial Subscribers (yellow pages)

- **Respond to telephone messages**

### **Document telephone conversation**

Many calls require you to take messages. This may be because the person the caller wishes to talk to is unavailable or the caller simply wants to quickly provide basic information without having to wait to be connected to a certain person.

The two key elements in taking telephone messages are:

- Recording the message
- Forwarding the message.

### **Recording the message**

If the caller asks to leave a message or it becomes obvious a message needs to be taken, high levels of customer service must be provided. Never give the impression that having to take a message is a nuisance or a burden. It must be done as cheerfully as dealing with all other aspects of telephone operation.

When taking a telephone message:

- Use the designated telephone message form – see below
- Make sure you capture all the information the caller gives you. The message must be meaningful and comprehensive. Remember another person will have to read, interpret and act on it
- Ensure you get the details (times, dates, numbers, prices, addresses and flight numbers) correct. Double-check them. Special attention needs to be paid to spelling of names, addresses and towns. Ask the caller to spell out names and destinations if unsure of the spelling or where variations on traditional spelling exist
- Repeat the message back to the caller to confirm it and allow them to provide extra information or detail (or change the details already provided) and make corrections (adjustments, additions) as required
- Thank the caller for their call, for leaving a message, or for calling back.

### **Relaying the message**

Remember, your job is not finished when you have taken the message. You must follow it up and at least make sure the person for whom the message has been left has received the message.

Standard procedure is to forward the message in hard copy form. That is, it is rarely acceptable to pass on a message verbally.

Activities involved in following-up or relaying a telephone message will depend on the facilities and procedures in place at the business but may involve:

- Checking the person has picked up their message off the staff Message Board
- Checking they have acknowledged your email (via the email „Read Receipt“ facility) where messages are emailed to staff
- Talking to the person face-to-face or over the phone to ask if they have received the message.

In some cases, it may be appropriate for you to also check that the person who the message was meant for has, in fact, taken the necessary action required by the message. This may mean asking if they called the person back, confirmed their booking or provided the necessary information.

### **Telephone Message Books/Pads**

Many businesses have a paper-based message book or a pad of „telephone message“ slips for recording telephone messages. These may be produced by the business for their individual use but most businesses will use a commercially available option available from stationers. Either is an excellent way of recording messages.

These books or pads are duplicate in nature. The top copy is given to the person for whom the message is intended and the duplicate or bottom copy stays in the book/pad. If the top copy is lost, the duplicate copy can always be used as a reference. When recording a telephone message ensure:

- Legibility – remember that someone else has to read it
- Put your name or initials on it so the recipient knows who took the message, allowing them to contact you for more information
- You record the caller's name, phone number, nature of the call, query or message, and date and time of the call
- What action the recipient is required to take, if any, such as „ring back“, „forward Function Information Kit“: remember these are promises that have been made to the caller so it is vital they are honoured.

### **Electronic messages**

Some businesses record telephone messages on an electronic template on their computer system.

This option serves the same functions as a telephone message book/pad but facilitates fast transmission of the message via email to the intended person.

Naturally, a hard copy can also be printed if required.

### **Scraps of paper?**

Scrap pieces of paper should not be used for recording messages because there is always the chance that the message may be lost. If this happens, there is no back up copy.

### **Activity 2**

**Directions :Answer the following Questions below in a sheet of paper.**

1. In how many rings phone should be picked up?
2. What is standard phrase of Picking up External and Internal calls?
3. Why we need to smile over phone?

How to answer an External call.

- Wish according to the time of the day (Good Morning, Afternoon or Evening), (Your Hotel Name) , How may I help you.
- How to answer Internal Guest calls?
- Wish according to the time of the day (Good Morning, Afternoon or Evening) Mr. \_\_\_\_\_ (Guest last name), This is \_\_\_\_\_(Your first name), How may I help you.
- How to answer interdepartmental calls?
- Wish according to the time of the day (Good Morning, Afternoon or Evening), This is \_\_\_\_\_ (Your first name), How may I help you.

### **Assignment**

Directions: You must submit documentation.

1. Record yourself answering and responding to five incoming telephone calls ensuring your recordings:  
Demonstrate the calls were answered promptly, clearly and politely and the purpose of the call was accurately established

- Adhere to company standards regarding answering the phone

- Demonstrate you offering friendly assistance or answers to callers
- Demonstrate you repeating back details of the call to the caller to confirm understanding
- Demonstrate you transferring calls promptly where required
- Demonstrate you using appropriate language, tone and volume during the call.

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