

When you pick up the phone

Greeting

When you pick up the phone, begin by offering your greeting of choice.

"Hello" is always a polite option, as is "Good Morning" or "Good Afternoon."

Followed by "Welcome to Mediazone".

Identify yourself and Mediazone

Confirm who you are "This is xxx, Mediazone Lab Assistant" and the identity of the person calling "To whom am I speaking?" so that all parties begin the call on the same page.

Once the caller has introduced himself or herself, address the caller properly by the title they provide. If he / she says his / her first and last name, you are more professional, to address him / her by his / her last name. Unless you are familiar and have used other ways of addressing him / her in the past.

Clarity

Be sure to speak clearly, so that the person on the call can understand you. If the connection is not clear and it is difficult to hear, bring that up immediately so that the caller is aware.

Tone

When you are speaking into the telephone, be sure to smile—even though the caller cannot see you. Avoid using slang or profane language. When you are answering the phone, you represent Mediazone. Speak politely and avoid using slang.

Do not talk to people outside of the call until the call is over

For the duration of the phone call, ignore all outside distractions and give the person on the other side of the line your undivided attention.

Taking Messages

Be sure to ask for:

WHO

- Caller's name (asking the caller for correct spelling)
- Caller's phone number
- If the caller is a student, ask for the Student ID# (if appropriate) and ask about the subject of the call.

WHAT OR WHY

- Take down the message
- Repeat the message to the caller

WHEN

- Be sure to fill in the date and time
- The message is sent to the recipient so that he / she replies in due course.
- Indicate if the reply should be immediate.