

## Unit 203: Provide guest service

### Handout 2: SOP: Basic telephone etiquette

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**SOP number:** FO-01 (SOP serial number and department code)

**Department:** Front Office: General

**Date issued:** DATE THE DOCUMENT WAS CREATED

**Time to train:** 45 Minutes

#### **Basic telephone etiquette:**

What 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 phrases:**

How to answer an external call:

- Wish according to the time of the day “(Good morning, afternoon or evening), 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/Ms \_\_\_\_\_ (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?”

[Check out more sample standard greetings used in hotels.](#)

Transferring a guest call:

While transferring a guest call you should say:

- “Transferring your call with pleasure”

Putting 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:

For any guest query you should say:

- “I will be glad to assist you”

### **Training summary questions:**

1. In how many rings should the 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?
4. What is correct posture while attending guest calls?
5. What is standard phrase for any internal guest call?
6. What should be the pitch of the voice while speaking to guests?