



# **Business Health Partners**

## **Field Services – Safety Division**

### **Telephone Etiquette**

If your organization's telephone presence is less than top-notch, people will likely judge your employees as rude, uncaring, unprofessional, and uninterested in their business. Do the people who answer your phone appear empathetic? Friendly? In control? Do they listen well? Do they understand what makes the person on the other end of the telephone tick? During this onsite training program, participants will learn the basics of customer service, how to project a polished phone image, demonstrate proper telephone skills through practice activities, and leave with the tools to present an image that says "confident, credible, and capable