

TOP 5 HABITS

OF

Successful Phone Handlers

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1

SPEAK CLEARLY, ALWAYS

Some callers hate fast talkers, some hate slow talkers...but everyone hates an unclear conversation. Every chat has its own cadence (which you should try to pick up on), but taking your time to enunciate and project your voice clearly is always appreciated.

That said, it's better to be more tortoise than hare, as a general rule - slow and steady usually wins the race.

2

NEVER INTERRUPT

While it may seem like you have the perfect response and there's no need to wait for your caller to finish speaking - we assure you that good things happen to those who wait!

It's perceived as rude when you interrupt, and worse, people tend to discount what you say after you cut them off. Be patient, and polite - it'll make you look like a great communicator.

3

SHOW EMOTION

Your callers expect you to be genuinely concerned about the problems they share with you. Over time, it's easy to become desensitized to what is being said - but don't let that bad habit creep in.

As a rule of thumb, treat every caller as you would a friend or family member reaching out for help; you'll see an increase in customer loyalty over time.

4

PUT ON A HAPPY FACE

Some days, it's tough to be at your best; we get that. We all deal with things outside of the office that affect the way we handle things inside the office - particularly on the phones.

However, true professionals do their best to check their problems at the door and put their best foot forward on calls. And you know? You'd be amazed at how much better things get once you just decide to smile.

5

TAKE OWNERSHIP of SOLVING PROBLEMS

Callers don't expect you to have all the answers, but they do expect you to take ownership of the problem-solving process. So, don't push issues on for someone else to handle.

Let your callers know that you will do what is necessary to get to the bottom of their issue, in a timely manner. That step alone will breed incredible loyalty and positive feelings.

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