SOP: Telephone Etiquette and Call Handling

This SOP details **telephone etiquette and call handling** procedures to ensure professional and effective communication. It covers proper greeting protocols, call answering techniques, use of polite language, managing hold times, transferring calls smoothly, taking accurate messages, and closing calls courteously. The goal is to enhance caller experience, maintain company image, and ensure efficient and clear communication at all times.

1. Purpose

To standardize the process of handling telephonic communications, ensuring every interaction upholds the company's professional standards.

2. Scope

This SOP applies to all employees who answer, manage, or transfer telephone calls at [Company Name].

3. Responsibilities

- All staff are responsible for adhering to these procedures while handling calls.
- Supervisors are responsible for ensuring team compliance and training.

4. Procedure

1. **Phone Setup and Readiness**
   - Keep the phone within easy reach and volume at an audible level during working hours.
   - Have notepad and pen ready for taking messages.

2. **Answering Calls**
   - Answer calls within a maximum of three rings.
   - Use a standard greeting: "Good [morning/afternoon], [Company Name], this is [Your Name], how may I help you?"

3. **Telephone Etiquette**
   - Speak clearly, professionally, and with a friendly tone.
   - Avoid slang and jargon unless appropriate for the caller.
   - Listen actively and do not interrupt the caller.

4. **Managing Hold Times**
   - Ask permission before placing a caller on hold: "May I place you on hold for a moment?"
   - Do not keep callers on hold for more than 60 seconds without checking back and offering alternatives.

5. **Transferring Calls**
   - Notify the caller before transferring and explain the reason.
   - Provide the name/department being transferred to, and announce the caller when possible.
   - If the transfer is unsuccessful, return to the caller and offer alternatives.

6. **Taking Messages**
   - Record the caller's name, contact number, date & time, message details, and reason for the call.
   - Repeat information back to confirm accuracy.
   - Deliver the message promptly to the intended recipient.

7. **Closing the Call**
   - Confirm if the caller's query has been addressed.
   - Thank the caller for contacting [Company Name].
   - Use a professional closing: "Thank you for calling. Have a great day!"
   - Wait for the caller to disconnect first, if possible.

5. References

- Company Communication Policy
- Employee Code of Conduct

6. Revision History

Version	Date	Description	Author
1.0	2024-06-15	Initial SOP release	[Author Name]