



sandalwood

# Phone Etiquette 101

## Phone Etiquette Rules

- **Answer the phone in 3 rings or less**
- **Make sure you know how to use the hold and transfer features on your phone. Familiarize yourself with your coworkers' phone extensions**
- **Smile:** You can feel someone's smile through the phone. Even though the person on the other end of the phone can't see you, they can feel the difference in energy when you smile while you talk.
- **Greet, thank, and introduce yourself and your community:** For example, "Hello and thank you for calling Sandalwood management. My name is Jasmine."
- **Ask for their name:** For example "Who do I have the pleasure of speaking with today?" This immediately helps to start building a connection
- **Speaking clearly and calmly:** It's important for your prospect/resident to understand you and not feel like you're rushing them. By speaking clearly and calmly, you also show that you are paying attention to them.
- **Build Rapport:** Ask exploratory questions. Identify the prospect's or resident's needs ( Utilize your sales card)
- **Actively Listen:** Don't listen to respond.
- **Be the 7 Ps:** Prepared, present, polite, patient, personable, professional, and proactive.