



Office

Do's

Do say "Good Morning", "Good Afternoon"

Do say "Thank You"

Do say "Please"

Do dress professionally

Do control your emotions

Do turn off your cell phone or put it on silent/vibrate mode during working hours

Don'ts

Don't chew gum or eat at your desk while attending to customers

Don't be rude to customers

Don't gossip

Don't say, "It's not my job"

Don't let your personal issues affect your work performance & interactions

Five Star Customer Service Etiquette

Personnel Commission
<http://oetraining.net>
 Phone: 213-241-3440 Fax: 213-241-8450

Telephone

Do's

Do answer the phone by the third ring

Do have a plan for coverage during business hours

Do offer options to hold, leave a message, or speak to someone else when one is not available

Do ask, "May I ask who's calling," when screening calls for someone else

Don'ts

Don't end the call without a positive note (i.e., Thank you)

Don't forget to provide a phone number when transferring a call

Don't place a caller on hold without asking for permission

Don't say "who's this?" or "who's calling?" when answering the call

E-mail

Do's

Do check spelling, punctuation and grammar

Do respond in a timely manner – 24 hours

Do use a crisp, easy-to-read font in a dark color

Do keep your message brief and to the point

Don'ts

Don't hit "send" until names and e-mails are spelled correctly

Don't use abbreviations or emoticons (☺)

Don't hit "send" when you are angry or upset

Don't use greetings that are too informal for business (i.e. "cheers")

LISTEN

- Let them vent
- Don't challenge

EMPATHIZE

- Show concern
- Approve the emotion

(USE) NON-VERBALS

- Establish direct eye contact
- Appear interested & concerned

(FIND) SOLUTIONS

- Suggest alternatives
- Be generous with info.

TAKE ACTION

- Do it
- Follow up