

# Phone Etiquette



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*Policy & Procedure*

This policy and procedure are to make sure we are using the same greeting and etiquette while talking with anyone on the phone.

1. Always answer the phone: **"Good morning [or afternoon], thank you for calling B2 Outlet Stores, [name of store] Alpine store, this is [give name] Annette, how may I help you?"** Always try to say this with a smile on your face and enthusiasm.
2. If you are busy at the register, please still say the phrase above and ask them if it is okay to put them on hold for a moment while you finish helping the customer at the register. Make sure to come back to the customer on the phone as soon as possible.
3. Please try to answer the phone in 3 rings or less.
4. If you do not know the answers to the questions the customer is asking, and if your supervisor is not there, please let them know that you will try to get answers for them and that you will have your supervisor call them back. Make sure to repeat the phone number back to the customer to make sure the phone number is correct.
5. If it is a call for the Owners or for another department other than the store, you can give out the **corporate number of 616-772-1967**, but do not give out anyone's cell phone number or personal phone number.