How May I Help You?

Communication and Telephone Strategies

Culinary Arts
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Communication
Process

Communication

Sending  Receiving

Gestures  Talking  Writing

Response
Basic Skills

Listening
• The ability to focus closely on what another person is saying
• Involves understanding what you hear
• Focus on the speaker’s face and eyes

Speaking
• Occurs when you say something
• Includes:
  • Your posture
  • Your tone of voice
  • Words you choose

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Telephone
Business Calls

Customers
• Will call the business for:
  • Information
  • Catering
  • Directions
  • Hours of operation

Vendors
• Will call the business for:
  • Delivery times
  • New products
  • Purchase orders
Telephone Techniques

• What is more important?
  • What you say or how you say it?
• More Considerations:
  • Background noise
  • Non-verbal communication
  • Service businesses expect
  • Voice levels
Answering the Telephone

- Smile
- Speak clearly and calmly
- Be polite and helpful
- Be able to:
  - Answer most frequently asked questions
  - Provide directions to the business
Greetings

- Thank the caller for calling
- Depending on the time of day, say:
  - Good morning
  - Good afternoon
  - Good evening
- Identify the name of the business
- Provide your name
Messages

- Date
- Time of call
- Name of caller
- Name of person who should receive message
- Message
4 Tips for Better Phone Communication

When it comes to communicating over the telephone, are you putting your best foot forward or are you just phoning it in?

Learn how to radiate personality over the phone with the four simple strategies.
Questions?
References and Resources

Images:
• Microsoft Office Clip Art: Used with permission from Microsoft.

Textbooks:

YouTube™:
• **4 Tips for Better Phone Communication**
  When it comes to communicating over the telephone, are you putting your best foot forward or are you just phoning it in?
  Learn how to radiate personality over the phone with the four simple strategies.
  [http://youtu.be/Kv3q2vcGg74](http://youtu.be/Kv3q2vcGg74)