

ANSWERING TELEPHONE SCRIPT

Good morning/Good afternoon Viamed / Vandagraph

Pause & wait for the other person to finish speaking.

During this time, write down as much information as possible whilst they are talking.

If not find out details as follows:-

If the caller is after a price, quotation or has a query regarding an order. Try to answer the question or put them through to someone who can & say

Please hold whilst I put you through to the Sales Team

If it is a call for another person in the building then find out more information as follows:-

Could I ask who's calling please?

Write down their name in your diary

Can I take the name of the hospital or company that you are calling from?

Write down the name of the hospital/company in your diary.

Please can I have your contact telephone number?

Write their contact number in your diary

Please can I ask what the call is regarding?

Write down a brief note what the call is about in your diary.

Do you mind holding, whilst I see if they are available?

Please remember if the call is for John Lamb then he won't take any calls unless he is expecting it. He will usually tell the office if he is expecting a call.

Transfer the call and let the person you are transferring to, know who its is and whatever details you have, to see if they are okay to take the call.

Put the call through if it's okay.

If not, go back to the person and relay the information back (if appropriate! ☺)

Or say,

I'm sorry they're not available at the moment, can anyone else help or can I pass a message on for you?

Write down relevant information or transfer call to someone else if relevant.

To end the call politely say,

Thank you for calling, good bye.

If the caller thanks you for your help, say

Your welcome

TIPS

- **Answer the call quickly (within 2-3 rings)**
- **Speak with a smile on your face to help create a positive tone of voice**

WHO DEALS WITH WHAT?

SALES CALLS (if you cannot answer yourself)

RYAN SWAINE

(If Ryan is not available, pass to someone else in office)

TECHNICAL CALLS AND SOME UK SALES (if you cannot answer yourself)

STEVE HARDAKER

(If SH is not available, pass to someone else in office)

VIAMED ACCOUNTS QUERIES

HELEN LAMB (if she is unavailable ask them to send an email to helen.lamb@vaimed.co.uk)

SHIPPERS OR COURIERS

CATHY GREEN

REPAIRS/SERVICE DEPARTMENT

CATHY GREEN

CUSTOMS CLEARANCE

HELEN LAMB (if she is unavailable ask them to send an email to helen.lamb@vaimed.co.uk)

STATIONARY

SAY CATHY GREEN ORDERS ALL STATIONARY & ASK THEM TO SEND HER AN EMAIL cathy.green@viamed.co.uk

VANDAGRAPH (if you cannot answer yourself)

RYAN SWAINE OR MICHAEL LAMB

VST (if you cannot answer yourself)

STEVE NIXON

(If SN is not available, pass to someone else in office)

IF THERE IS A CALL YOU DON'T KNOW WHO TO PASS TO HELEN LAMB AND STEVE NIXON ARE HAPPY TO TAKE CALLS.