

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 then put them through to Sales & 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 but announce the who is on the line, where they are calling from and a brief message 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?

EXPORT CALLS (if you cannot answer yourself)

RYAN SWAINE

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

UK SALES CALLS (if you cannot answer yourself)

STEVE HARDAKER

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

ACCOUNTS QUERIES

HELEN LAMB

SHIPPERS OR COURIERS

JONATHAN OR CATHY

REPAIRS/SERVICE DEPARTMENT

JONATHAN OR CATHY

CUSTOMS CLEARANCE

JONATHAN OR HELEN

STATIONARY

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

VANDAGRAPH (if you cannot answer yourself)

JEAN OR RYAN

VST (if you cannot answer yourself)

STEVE NIXON

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