

Limousine Company Telephone Etiquette

Answering the Telephone

Thank you for calling ABC Limousine. This is (Your Name). How may I help you?
Remember to sound upbeat, positive, and professional.

Responding Appropriately

I'm happy to help you with that.
I'm sorry you experienced a problem. I can help you with that.

To Place Someone on Hold

May I place you on hold for a moment while I get that information/check on that/handle that issue/etc.?
Remember to wait for the caller's answer before placing them on hold. Don't just place them on hold immediately.
If it takes you more than one minute, pick the call back up and let the caller know you are still working on finding a resolution. (Mr. Jones? Thanks for holding. I'm still checking on that. It will just be another moment.) If your customer is upset about how long they were on hold (which is their perception), don't argue with them. Apologize for any inconvenience and move on to helping them and answering their question.

To Transfer

(Person's Name/Dept.) can help you with that. One moment and I can put you through to him.
If possible, stay on the line and introduce the caller to the person/department who can help. Don't make your customer repeat their story to the next employee they will be speaking with.

To End a Call

Is there anything else I can help you with today?
If appropriate, recap the conversation including the details of the reservation.
Thank you for calling ABC Limousine. We appreciate your business. (Say this even if they didn't become a customer today.)

When a Customer Thanks You

It's my pleasure.
I'm glad to be able to help.
You are welcome. Is there anything else I can help you with today?

When a Customer Is Frustrated

I'm sorry to hear that you're having a problem (that you are upset).
Let me see if I can help you work through this issue.
Let's take it from the beginning and see if we can work through this together.
I can hear that you are upset, and I do want to help you.
I'm listening to you....
If appropriate, repeat what the caller has said. Reframe any negative statements into solution-oriented ones.
Stay calm. If the client needs to vent, don't jump to the solution too quickly. The caller may not be ready to listen to you yet. Don't interrupt!

Tips:

Always remain positive about our organization, our processes, and our people.
Replace the words "but" and "however" with "and" whenever possible. Your message will sound more positive and professional.
Do not have food or gum in your mouth when talking on the telephone.
Remember to go slowly and to carefully articulate your words.

C

CONNECT

- Provide an assurance of help
- Get and use their name
- Listen closely
- Respond Appropriately
- Be Genuine



A

ASK QUESTIONS

- Why are they calling?
- What do they need?
- Ask questions and listen!!



Reflect/Mirror

R

RECOMMEND

- Based on what you're telling me,
I recommend.....



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ADDRESS CONCERNS

- Use clues you got to resolve any
concerns/objections



A

ASSUME THE SALE

- Let's go ahead and