



## ***TELEPHONE TECHNIQUES TO REMEMBER***

- \*Ask for the appointment/order/opportunity
- \*Give alternate choices of dates/options
- \*Use SILENCE as a tool
- \*Don't be too familiar or too formal
- \*Use first name when given permission
- \*Stand during initial call if comfortable
- \*SMILE - SMILE - SMILE
- \*Avoid distractions/interruptions
- \*Adjust your pace/tone - be adaptable
- \*Consider a LEGENDARY response😊!