Telephone Etiquette

Always answer within three rings!

Always be kind and cheerful on the phone even if things are busy (see below for putting a guest on hold)

Never give our room numbers

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| **Greeting for in-house guest calls** | Answer within three rings. |
| If you see a call coming in, place the guest on hold. |
| *Good Morning, Afternoon, Evening, Thank you for calling the Front Desk How may I assist you Mr./ Mrs. \_\_\_\_\_\_\_\_.* |
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| **Putting a guest on hold** | *Good Morning, Afternoon, Evening, Thank you for calling guest services. I’m just checking in/ checking out/ making a reservation for one of our guests. Can I place you on brief hold?* |
| Return: *Thank you for waiting, I apologize about the wait. How may I assist you?* |
| Note: If the guest is on hold for more than 30 seconds, need to ask if they can continue to hold. |
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| **Guest request** | Repeat the request. |
| Ask: *How are you enjoying your stay with us?* |
| Extend any additional courtesies: *Is there anything else I can assist you with?* |
| End with a pleasant farewell: *Have a great day Mr./Mrs. \_\_\_\_\_\_* |
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| **Room defect/request** | Confirm room number. |
| Repeat what the defect is and apologize. |
| Inform the guest of the actions you’ll take to fix the problem. |
| **Do not quote a time frame for completion**. *As soon as possible* is safe verbiage. |
| Extend any additional courtesies: *Is there anything else I can assist you with?* |
| End with a pleasant farewell: *Have a great day Mr./Mrs. \_\_\_\_\_\_* |
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| **Answering for wake-up call** | Repeat guest name, room number, time and date of wake-up call. |
| *Would you like a follow up in 15-minute?* |
| Extend any additional courtesies: *Is there anything else I can assist you with?* |
| End with a pleasant farewell: *Have a great night Mr. Mrs. \_\_\_\_\_\_* |
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| **Giving a wake-up call** | *Rise and shine Mr./Mrs. \_\_\_\_\_\_\_. This is your \_\_\_ a.m. wake up call.* |
| *Would you like to snooze for 15 minutes?* |
| Extend any information on the day: Weather, traffic, coffee brewing at the coffee bar. |
| End with a pleasant farewell: *Have a great night Mr. Mrs. \_\_\_\_\_\_* |
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| **Transfer call to a hotel guest** | *Good Morning, Afternoon, Evening, Thank you for calling the Front Desk How may I assist you Mr./ Mrs. \_\_\_\_\_\_\_\_.* |
| Confirm the guest’s name prior to connecting to a guest room. |
| End with a pleasant farewell: *Have a great day* |