**SOP – Telephone Etiquette in hotels**

**SOP Number:** FO-01 ( SOP serial number and department code )

**Department:** Front Office - General

**Date Issued:** DATE THE DOCUMENT WAS CREATED

**Time to Train:** 45 Minutes

**Basic Telephone Etiquettes:**

What all points should be taken care of while answering a call?

* Phone should be answered within three rings.
* Smile even though you are on the telephone.
* Sit or stand up straight.
* Use a low voice pitch.
* Match your speaking rate to the caller's.
* Avoid extremes in volume.

**Standard Phrase:**

How to answer an External call?

* Wish according to the time of the day (Good Morning, Afternoon or Evening), (Your Hotel Name) , How may I help you.
* How to answer Internal Guest calls?
* Wish according to the time of the day (Good Morning, Afternoon or Evening) Mr. \_\_\_\_\_\_\_\_\_ (Guest last name), This is \_\_\_\_\_\_\_\_(Your first name), How may I help you.
* How to answer interdepartmental calls?
* Wish according to the time of the day (Good Morning, Afternoon or Evening), This is \_\_\_\_\_\_\_ (Your first name), How may I help you.

Note: [Check out more sample Standard Greetings used in hotels.](https://setupmyhotel.com/train-my-hotel-staff/front-office-training/290-telephone-greetings.html)

Transferring a guest call:

How to transfer a guest call?

* While transferring a guest call you should say:
* Transferring your call with pleasure.
* Putting a guest call on hold:
* How to put a guest call on hold?
* While putting a guest call on hold you should say:
* Allow me to put your call on hold while I check for the information required”

Or

* “Could I put your call on hold, while I check for the information required?”

Guest Query:

* How to handle a guest query?
* For any guest query you should say:
* I will be glad to assist you.