


IO 1 – Standard Operating Procedures

SOP 02 - General Rules for Telephone Communication

	<h3>“SOP 02 - General Rules for Telephone Communication”</h3>
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Created for	Front Office employees, Trainers and Trainees, Students
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<p>Introduction</p> <p>Telephone communication plays a crucial role in the hospitality industry, and the Front Office employees will face various situations where requests will be handled through the telephone. Therefore, these general rules are applied to all telephone calls.</p>	
<p>Purpose</p> <p>To showcase the basic rules applicable to telephone communication and the communication standard via telephone.</p>	
<p>Basic telephone etiquette</p>	
<ol style="list-style-type: none"> 1. The phone should be answered within three rings. 2. Smile even though you are making phone calls. 3. Sit or stand straight. 4. Use a low voice pitch. 5. Match your speaking rate to the caller’s rate. 6. Avoid extremes in volume. 7. Avoid expressions like “uh-uh” or “yeah”. 8. Be sure how to use the technologies. 9. Keep a pen and a notebook close to you to take the notes. 10. Repeat back and follow up in writing. 	
<p>Standard Phrases and Processes</p>	
<ul style="list-style-type: none"> • Answering external calls. “Good morning, you have reached Hotel International Front Office, Štěpán Chalupa speaking. How can I help you?” 	
<ul style="list-style-type: none"> • Answering internal calls. “Good morning, Mr Stevens; this is Front Office and Štěpán Chalupa speaking. How may I help you?” 	
<ul style="list-style-type: none"> • Answering interdepartmental calls. “Good morning, this is Front Office, Štěpán Chalupa speaking. How may I help you?” 	

- **Addressing the client.** *“How should I address you?” or “May I have your name, please?”*
- **Transferring calls.** *“Transferring your call with a pleasure.” or “Please allow me to transfer your call to Mr Y. Could you please hold down for a minute?”*
- **Transferring calls – the extension is not reachable.** *“Thank you for holding, Mr Stevens. But I am afraid that Mr Y is not available. Would you like to leave a message or call back later?”*
- **Transferring calls – the extension is busy.** *“Thank you for holding, Mr Stevens. Unfortunately, Mr Y is busy and still on the line. Would you like to leave a message or call back later?”*
- **Putting a guest call on hold. For example,** *“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?”*
- **Taking the notes.** While taking the notes/messages, be sure to collect the following data: *date & time of the message, callers name, reason for calling, message, and guest room number.*

Activities to know from a technical point of view

- **Know your system.** Understand how to distinguish different sources of calls, including the caller’s name and identification.
- **Learn how to transfer the call.**
- **Remember frequently used codes and lines.**
- **Remember country codes.**
- **Learn how to put a caller on hold.**
- **Learn how to receive other’s calls**