



Call Center
Success

Starting the phone call

- **1. Identify yourself and your company**
- **2. Say why you are calling**

During the phone call

- 3. Use the customer's name throughout the conversation
- 4. Take notes of the important information
- 5. Ask questions to clarify information
- 6. Repeat and summarize

Finish the call

- 7. Tell the customer what you're going to do
- 8. Make the customer feel confident you'll follow through
- 9. Offer further assistance
- 10. Thank the customer

○ Taken from: Richey, R. English for Customer Care, p.26. Oxford, 2012