

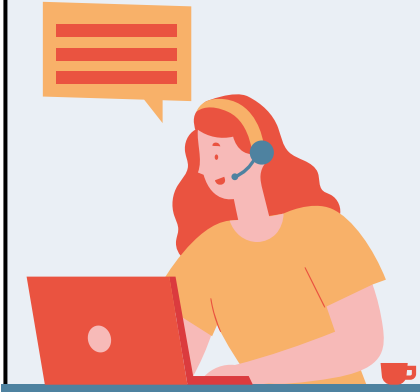


Telephone Etiquette

With the proper telephone etiquette, YOU can create positive impressions for yourself and Distribution Direct that will last long after the call has ended.

Quick Tips

How To	
<div>Phone Etiquette with Clients</div> <div></div>	<ul style="list-style-type: none">• Speak Professionally• Listen Carefully• Use Appropriate Body Language• Offer solutions or escalate the issue appropriately if you cannot resolve it immediately.
<div>Appropriate Greeting and Response</div> <div></div>	<ul style="list-style-type: none">• Be sure to answer the call within the first two to three rings.• Greet the caller in a friendly and enthusiastic manner• Say: "Thank you for calling Distribution Direct. My name is _____, how can I help you today."
<div>Transfer Calls</div> <div></div>	<ul style="list-style-type: none">• Step One: During an active call or with a call on hold, press Transfer.• Step Two: Enter the number or extension to where you want to transfer the call.• Step Three: Press Dial• Step Four: After the 2nd line begins to ring, press Transfer