

Phone reception – Steps and Required Skills

Final Task: *You are an employee at the reception desk (= a receptionist). A customer phones the garage to arrange an appointment. You answer the phone.*

	Step	Description	Required Language Skills
1		Say “hello”, give the name of the company, the department, the first and last names.	
2		_____	
3		Show an active listening but do not interrupt.	
4		Rephrase to avoid any ambiguity.	
5		Ask simple and close-ended questions to make sure you understand the customer and respond to his request/demand.	
6		Arrange the appointment. Be as accommodating as possible.	
7		Record the necessary vehicle information.	
8		Record the customer's contact details.	
9		Mention the customer's name. Remind him of the scheduled appointment and the necessary elements/data for the creation of the file.	

Doc de référence en français :

Accueil téléphonique

1- Se présenter	Bonjour, Nom de l'entreprise, Service, Prénom Nom,
2- Raison de l'appel	Exemple : Comment puis- je vous aider ?
3- Ecouter	Ecouter de manière active jusqu'au bout sans interrompre
4- Reformuler	Reformuler la demande pour lever toute ambiguïté
5- Questionner	Poser des questions simples et fermées pour bien comprendre la demande
6- Proposer	Proposer un rdv, être le plus arrangeant possible
7- Identifier le véhicule	Relever les références nécessaires à la réalisation de l'intervention
8- Identifier le client	Relever les coordonnées
9- Saluer	Prendre congé en appelant le client par son nom, en rappelant le rdv et les éléments nécessaires à la création du dossier.

Correction :

1	☐ Greetings	Say "hello", give the company's name, the department, your first and last names.	
2	☐ Ask for the reason for the call .		Vocabulary for repairs
3	☐ Listen	Show an active listening but do not interrupt.	
4	☐ Rephrase	Rephrase to avoid any ambiguity.	
5	☐ Question	Ask simple and close-ended questions to make sure you understand the customer and respond to his request/demand.	Question-forming
6	☐ Suggest a date	Arrange the appointment. Be as accommodating as possible.	Days, Months Hours/Schedule
7	☐ Identify the vehicle	Record the necessary vehicle information.	Spelling the Alphabet
8	☐ Identify the customer	Record the customer's contact details.	Numbers
9	☐ Say goodbye.	Mention the customer's name. Remind him of the scheduled appointment and the necessary elements/data for the creation of the file.	