


# Answering Customer Phone Calls

 Always use these phrases when communicating with our guests over the phone.



## Incoming Call:

Say:



“Thank you for calling Rally House (store name), this is (your name), how can I help you?”

“Hello my name is (your name) with Rally House and I am returning the voicemail that you left.”

Say:



## Returning a Call:



## Need to Hold:

“May I place you on a brief hold?”

Say:



## Party Do's to Avoid the Phone Party Fouls

By following the 5 steps below we extend our  Party service to all Guests. Review and utilize the below steps each shift.

- ALWAYS keep your assigned phone on your person, in your apron.



**Customer Satisfaction:** By answering promptly or returning calls promptly, we show that we value our guests time and concerns, thus enhancing their overall experience with our brand.



**Sales Opportunities:** By being attentive and helpful on the phone, we can convert these inquiries into sales, contributing to our store's revenue goals.



**Problem Resolution:** By actively listening and offering solutions over the phone, we can resolve issues swiftly, thus preserving customer satisfaction and loyalty. Use the Hold option if you need to get clarification or get an answer for the guest.



**Rally House Brand Image:** A store that consistently answers or returns calls promptly is perceived as professional, reliable, and customer oriented.



**Team Collaboration:** Answering phone calls isn't just about individual performance; it's also about supporting our team. When one team member handles a call efficiently, it reduces the workload for others and contributes to a smoother operation overall.