

CSR TIPS



1. Answer telephone by the 2nd ring.
 2. Use appropriate greeting.
 3. Never answer a question with “uh-huh”.
 4. Show you’re listening by reflecting.
 5. Use caller’s name.
 6. Always get permission to transfer a caller.
 7. Use HOLD sparingly and with permission from caller.
 8. Listen carefully and take notes.
 9. Be empathetic.
 10. Be courteous and enthusiastic.
 11. Tell what you can do first.
 12. Always follow-up on promises.
 13. Be the Solution!
- 