

AVOID TELEPHONE PING PONG

How many times have you been irritated by telephone Ping Pong with someone, or have had it happen to you. The following tips are directed to anybody who has clients but can also be used in normal day to day living!

1. Have a clear directive message, simple for the client to follow.
2. Always have your phone on displayed never have it on private.
3. Get as much information concerning your client before returning the call.
4. When you are with a client either have your phone on silent or turned off.
5. Check your phone regularly for messages through out the day.
6. When leaving a message leave your name, company name and then your telephone number.
7. Turn your phone off when you retire at night and back on when you start your day. (People may text you in the middle of the night, it doesn't mean you have to respond in the middle of the night.)

To avoid wasted messages being left, it is important that the your message is clear and directive.

Example of the message to be left on your mobile:

Hello, this is Peter from Home Ownership Company®, thank you for your call. Please leave your name, telephone no and the purpose of your call. I look forward to talking with you as soon; have a great (nice) day.

Why this message and not just please leave a message after the beep?

People often assume you have their phone number handy at all times BUT when you are seeing lots of people and you are on the road for a considerable amount of time,

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telephone numbers are the last thing you want to be looking up when you only have a few minutes to return someone's call.

Also the purpose of the call is often missed and you find yourself phoning someone back only to find you get their answering service and all you can say is that I am returning your call. This is often when telephone ping pong begins. If this does happen to you make the most of the message, make it purposeful, and giving the other person options and avoiding totally wasting theirs and your time.

Example:

Hi Jill, this is Peter 0411 456 786, sorry I've missed you, I'm returning your call, I will be available to talk between 3.30pm & 5.30pm otherwise please leave a message to let me know the best time to catch you and how I can help you. Have a great day.

Often someone leaves a message without the purpose being made clear and then when you phone them back and they ask the question, "Has the office received my fax?"

Well I'm sure the answer is I don't know, so you let them know that you'll ring the office to find out & then ring them straight back.

Loss of more time, more energy and more money.

If this was left on your message bank you would find out from the office before calling the client and then phone the client and if the client wasn't available you would be able to leave the answer on their message bank.

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Simple message saying thank you for your phone call, yes the office has received your fax thank you very much and I look forward to catching up with you soon. Or thank you for your phone call, I have spoken to the office and no they haven't received anything yet, It might be an idea to try it again and phone the office direct when you have faxed it to ensure it has gone through. Have a great day.

By having these simple rules to follow it will save you many phone calls as well as time.

Remember to be respectful of all your clients..... they are just as busy as you.

When phoning a client and you get their message bank or home machine, don't waste the phone call, always leave your name, the company name and then your telephone number before the message (the purpose of your call). Often when you leave a long winded message and then follow it with your telephone number, people aren't ready to write it down and have to replay the whole message.

There is nothing more annoying then replaying the whole message, listening to a 2 minute recording just to confirm the telephone number or get the last 2 digits. Or if 1 digit is not clear, you find yourself replaying the message 6 times and have to listen to the blurb 6 times. Unless anyone knows how to fast forward messages on mobiles!

Phoning Clients at work is very different to calling them on their personal phone numbers.

When leaving a message at work it is important that you identify yourself again your name, where you are from (Home Ownership Company) and your contact number and if appropriate the time you will be available from and to.

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What has been missed, what is different from the message left on the personal numbers...That's right the purpose of the call, this is never left with a 3rd person.

Example: Peter needs to let Bill Jones know the office is still waiting for some forms from him to enable the loan to be finalised for the purchase of an investment property. Peter rings the office and finds Bill Jones will be in a meeting for most of the day. Is it appropriate for Peter to tell his secretary what is going on?