PHONE ETIQUETTE · 2026

How to Answer Business Phone Calls

Scripts for every moment of a business call, and a one page card to train the next person you hire.

> Callers decide whether you are the right business in the first few seconds. **Answer within three rings and say three things:** a welcome, the business name and your first name. "Good morning, Harbour Physio, this is Mia." Finish what you were doing first, slow down on the name, and keep it under four seconds.

Greetings by business type

Business	Greeting
Trades	"Morning, Coastline Electrical, Jack speaking."
Clinic	"Good morning, Harbour Physio, this is Mia. Are you calling to make a booking?"
Office	"Good afternoon, Patel and Co Accountants, Sarah speaking. How can I help?"
Retail	"Hi, thanks for calling Bayside Bikes, it's Tom."
Venue	"Good evening, The Grain Store, this is Priya. Is this about a booking?"

Hold without losing them

1. Ask, and wait for the yes: "Would you mind holding while I check that?"
2. Give a reason and a rough time: "about a minute".
3. Come back every 30 to 45 seconds and offer a call back by a set time.
4. Use the hold button, never mute or a hand over the mouthpiece.

Warm or blind transfer

	Blind	Warm
How	Send and hang up	Brief the colleague first, then connect
Use for	Routine, expected calls	Complaints, quotes, anything explained once
If no answer	Caller lands in voicemail	Go back to the caller, offer a call back

A message that gets actioned

- [ ] Name and business, spelled if unusual
- [ ] Number, read back to the caller
- [ ] What it is about, with any reference number
- [ ] How urgent, in their words
- [ ] What you promised, and by when. Then send it now.

The angry caller

1. Let them finish. Do not interrupt.
2. Acknowledge the problem without arguing about fault.
3. Ask what would fix it.
4. Say exactly what happens next, and when.
5. Do it, and call back on time even with no news.

Close and mobile

- **Close:** recap the next step, ask "anything else?", thank them by name, let them hang up first.
- **On a mobile:** use a business app so business calls look like business calls.
- **Can't talk?** Let it go to a voicemail that says when you will call back.
- **Call back** from the business number, not your personal one.

Make a one page call card

Greeting, hold, transfer, message, upset caller and close, plus who handles bookings, quotes, accounts and urgent after hours calls. Stick it by every phone, and update it when roles change.

Where VOCPhone fits

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