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|  | **Checklist | Answering the Phone** |
| **Steps** | **Tasks** |
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| **Step 1** | Answer the phone before it has rung 3 times if possible. Do not let it keep ringing. |
| **Step 2** | Answer the phone like so:  Good Morning/Afternoon.  Thank you for calling Coffee Shop Name.  This is (State Your Name) How may I help you? |
| **Step 3** | Be courteous at all times. |
| **Step 4** | You must answer the phone in a cheerful and enthusiastic manner.  Answering the phone gives a ‘first impression’ to the caller and it is important that you always give an excellent impression. |
| **Step 5** | Ensure you take notes if required. Missing details is unprofessional and not acceptable. |
| **Step 6** | If the caller asks for a person, make sure you check to see if they are in the Coffee Shop before telling the caller they are. |
| **Step 7** | If you receive a sales call, politely decline the offer. |
| **Step 8** | Specify more steps |
| **Notes**  Always be enthusiastic and professional. Speak clearly and at a normal pace.  Do not rush what you are saying and make sure you do not mumble.  Answering the phone correctly is a skill that needs to be mastered to maintain a high impression of Coffee Shop Name. | |