

# Telephone Tips

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The CSR communicates a great deal over the telephone and should work constantly to improve telephone skills. Below are some telephone tips from other CSRs. Review them and then contact us with tips that we can add to the list.

- Never answer on the first ring; you may scare them. Answer before the fourth ring or they will think you are not attentive. *Jill Prondinski*
- When I am stressed on the phone, I stand up. It really helps me maintain control. *Phyllis Van Wyhe*
- To avoid telephone tag, I never just say “Tell him I called.” I make certain I specify the best time to reach me. *Penny Oster*
- In leaving a message on voice mail, I slow down slightly when I am giving my phone number and make certain I am speaking clearly. It is so annoying when I receive a message and cannot understand the name or number. *Jane Berndt*
- When someone is getting nasty on the phone, I become very, very sweet. It works. *Angela Lingle*
- A good way to avoid phone tag is to prioritize the conversation. If what you have to say is time critical and is so important that you absolutely must talk to someone, then continue calling. If your message is important but not time critical, send a fax. Faxing will allow both of you to converse on your own terms, when it’s convenient. *Jason Van Wyhe*