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(Receptionist/Assistant)) #9658. Wait for the caller to identify herself/himself and to state her/his purpose. (example: Hi, this is Sarah. I ' d like to talk to Mr. Long) Give an appropriate response. (example: Just a moment, please. I ' ll transfer your call)

Guidelines for external calls to an administrative assistant Use a positive salutation. (example: Good morning,) Identify your superior and yourself. (example: Mr. Long ' s office, Helen speaking.) #9658. Wait for the caller to identify herself/himself and to state her/his purpose. (example: Hi, Lucy. How are you doing? Is Jack around?) Give an appropriate response. (example: Sorry, he just stepped out.) #9658. Possible return response. (example: OK, I ' ll call back later.)

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