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Subject: Re: Phones and Receptionist

Posted by [R315r4z0r](#) on Thu, 18 Nov 2010 03:22:59 GMT

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This has actually never really bothered me, tbh. It has happened to me a few times but I never thought of it as anything to get angry over..

I think that they should take the call and ask what they need. If it is a short quick answer thing, they should do it. Like if someone is asking if an item is in stock for instance. But if they need to talk to someone, then the receptionist should just say "please hold for a minute" and then finish up with you. Then they can go back to the phone.

But then again, in all fairness, you're already in the store, you have the items you need, you have your money ready and you're steps within the person you're making the transaction with. Chances are you aren't going to just get up and leave. And actually, it's because of this fact that people behind the counter will willingly take a phone call over an actual person.

If more people just got up and left in a situation like that (leaving the items on the counter), then I'm willing to bet that more receptionists would be more than willing to help you first.

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