

WHAT MAKES A GREAT OPERATOR?

Just the **FACTS**, please!

An operator's professionalism can be defined by five key factors, using the acronym FACTS.

F: be **Friendly** and courteous

A: use **Active Listening** skills

C: stay **Calm** (even when the caller is not)

T: use a pleasant **Tone of Voice**

S: use a **Smooth Transition** to avoid dead air