

Answering Specialists, Inc. Reviews Best Phone Answering Service Practices

Written by Australian Business

SEATTLE, WA, October 14, 2014 **/24-7PressRelease/** -- After interviewing nearly 2000 small businesses over a span of three years, Answering Specialists lists what small business owners regard the best phone answering service practices they look for when shopping for a remote phone answering service.

The top eleven practices that business owners look for are:

1. True-Live phone answering ALL the time - no recordings ever answer the phone.
2. All-American Operators speaking very good American English - no outsourcing of calls overseas.
3. Calls are answered in four rings or less.
4. Emailing/Texting of messages are sent immediately without delay.
5. Operators are professional, courteous, and cheerful.
6. Operators answer phones in business name, as if they are in the company's front office answering the phone.
7. 24/7 service is standard - always available whenever needed.
8. Pricing is a flat fee per call and not by the minute.
9. No charge for junk calls - i.e. Wrong numbers, hang-ups, obvious telemarketers, prank calls and fax tones.
10. Billing takes place once a month and not every 28 days or less.
11. Contracts are month to month with a cancellation policy that allows canceling at any time without penalty.

"In reviewing what matters most to business owners," stated Tim Harlan, CEO, "we at Answering Specialists have renewed our commitment to diligently and consistently implement these 11 phone answering service practices to our customers."

Answering Specialists, Inc. is a telephone answering service company specializing in customized, True-Live, professional phone answering services to healthcare providers, the legal community, HVAC, construction, and many other industries that utilize off-site live phone receptionists. More information regarding Answering Specialists can be found at www.answeringspecialists.com or by calling Olaf Betat, Public Relations Officer, at 1-866-503-7025.