

Phone Log

Track every call. Follow up on every promise.



- 1 Before you pick up:** stop what you're doing and shift your full attention.
- 2 First 10 seconds:** answer within 3 rings, identify yourself, smile.
- 3 During the call:** write down their name and use it.
- 4 Before you hold:** always ask first and give a time estimate.
- 5 Close the loop:** confirm details, next steps, and "anything else?"

Date / Time	Caller Name	Company	Phone Number
Call Notes			<input type="checkbox"/> Resolved <input type="checkbox"/> Follow-up needed Action: Follow up by: _____
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