

Telephone etiquette



Speak clearly

A picture paints a thousand words but the caller on the other end of the phone can only hear you. They cannot see your face or body language. Therefore, taking the time to speak clearly, slowly and in a cheerful, professional voice is very important. Put some personality into answering the phone; please, no monotone or acting as though you are bored.



Use your normal tone of voice when answering a call

Pick up the phone with a smile.
Be happy!

If you have a tendency to speak loud or shout, avoid doing so on the telephone. Apologize if you dialed a wrong number and be understanding if they dialed you incorrectly.



Always identify yourself properly

When calling a client or customer, whether in person or when leaving a message, always identify yourself properly by providing your name, company name and contact telephone number. For example, "Good afternoon Mr. Spiros, this is Ms. Ann Simpson from Recruitment Company. My telephone number is 777-11-22." Always be aware of confidential information when leaving messages. Also, be aware of people around you while talking on the phone. Be discreet! Someone next to you might overhear confidential information that could negatively affect your business.

Do not eat or drink while
you are talking on
telephone



Only eat or drink during your coffee break or lunch
break

Never use swear words

Do not use slang words or Poor Language. Respond clearly with “yes” or “no” when speaking. Don't convey an "I'm an important person" attitude.

We are all
important people.

Please treat the caller with respect and courtesy

Use respectful and considerate words and phrases, such as:

- ▣ "I'm sorry."
- ▣ "Thank you."
- ▣ "Please."
- ▣ "May I take a message?"
- ▣ "Would you like to leave your number?"
- ▣ "May I put you on hold?"
- ▣ "I'm sorry to keep you waiting."
- ▣ "He's away from his desk. May I have him return your call?"



Listen to the Caller and what they have to say

The ability to listen is a problem in general but it is very important to listen to what the caller has to say. It is always a good habit to repeat the information back to the client when you are taking a message. Verify that you have heard and transcribed the message accurately.



Be patient and helpful

If a caller is irate or upset, listen to what they have to say and then refer them to the appropriate resource. Never snap back or act rude to the caller.



Always ask if you can put the caller on hold

If you are responsible for answering multiple calls at once, always ask the caller politely if you may put them on hold. Remember that the caller could have already waited several minutes before getting connected to you and may not take lightly to being put on hold. Never leave the person on hold for more than a few seconds or they may become upset and hang up.



Always focus on the call

Try not to get distracted by people around you.

If someone tries to interrupt you while you are on a call, politely remind them that you are on a customer call and that you will be with them as soon as you are finished.



Thank You for attention!