

Telephone Etiquette Skills

Telephone manners are very important. Your voice over the phone is often the first or only impression a person receives of you and of the organisation that you represent.

Telephone Talking Tips:

- Speak slowly and clearly into the mouthpiece. Do not chew gum, eat, or drink while talking.
- Let your voice communicate that you are interested in the caller. Be friendly, but do not waste time.

- Get to the point of the call. Be a good listener and pay attention to the person on the other end of the line.

- Turn off background noise such as the radio or television. Remain calm during the conversation, even if the person on the other end is not.

- End the conversation with a courteous comment such as "Thank you" or "Good-bye." Then replace the receiver softly.

When placing a call...

- Identify yourself. ("Hello, this is Amit Goyal from Transoft office.")

- If you have several items to discuss, make a list beforehand, so that you do not forget anything. Have all necessary information near you.

- If the person you are calling sounds busy, ask if you can call back at a more convenient time.

- If you want your call returned, give your name, your telephone number, and a time when you can be reached.

When answering a call...

- Try to answer the telephone by the second or third ring.

- Identify yourself and the organisation that you represent.

- If the call needs to be transferred, politely ask who is calling and do not leave the caller on hold for long.

- Keep note-taking materials near your telephone. If you need to take a message, be complete and accurate.

Writing Telephone Messages:

Telephone messages in the workplace must be taken carefully and delivered promptly. Double-check the numbers

and spellings with the caller and use the 5 W's as a checklist.

- What is the message and when was it taken?

- Who is the message from and for?

- When is the meeting or appointment mentioned in the message?

- Where is the receiver of the message to go or call back?

- Why is the message important—what is the purpose?

After you have taken the message, deliver it promptly. You may fill out a standard message form by hand or use e-mail, depending on the situation.