

# *Telephone Etiquette*

Telephone Etiquette



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## *Telephone Etiquette when making a call*

- *Before the call*

Ensure that you have the correct number. Jot down the main ideas you intend to communicate and plan how you are going to say it.



## *Making the call*



Choose your time wisely. Avoid calling during the first 15 minutes of the recipient's work day, at lunchtime or just before closing hours.

Begin by identifying yourself and state the purpose for which you are calling.

## *Handling a wrong number*

If you reach a wrong number, be sure to apologize before hanging up.

## *Reaching an answering device*



If you reach voicemail or an answering machine, you should leave your name, organization, telephone number and a brief message. Suggest a time when you can be reached.

## *During the call*

Take notes of the main ideas. Actively listen and give feedback, such as ‘I see’ or ‘I understand’, to let the other person know that you are listening.



## *Ending the call*

Summarize what was discussed to ensure that you are in agreement. Clearly state when the follow-up action will be taken, such as whether you intend to call again. Thank the person for making the time to speak with you and then say ‘Goodbye’.



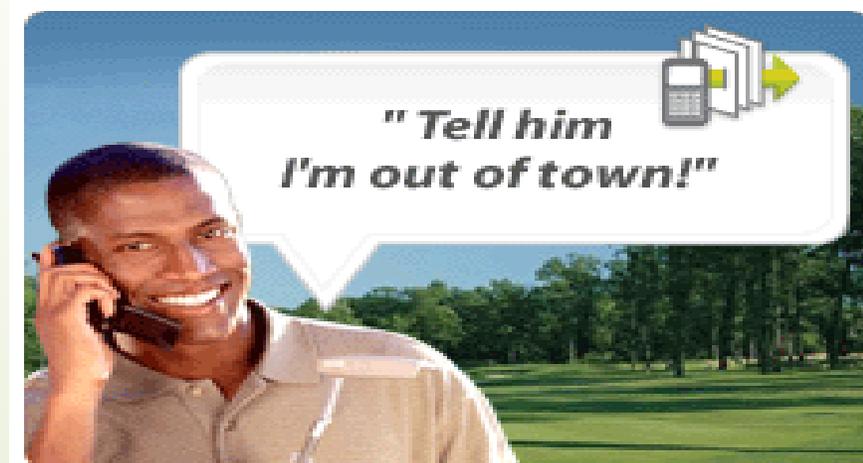
## *Telephone etiquette when answering a call*

### *Answer promptly*

Callers are usually discouraged if the telephone rings for a long time before it is answered and might take their business to a competitor. If possible, answer before the third ring.

## *Show courtesy and tact*

Greet the caller courteously. For example, you may say, ‘Thank you for calling Tech Solution Ltd. This is Anika. How may I help you? ‘If the called person is not available, be tactful. For example, do not say, ‘She is in the ladies’ room right now’. Instead, you may state, she has stepped out of the office



## *Tone of voice*

Use friendly, positive tone when answering the telephone. Let your voice 'smile'.

## *Always be prepare*

You should know in advance how to use the feature of the telephone system with which you are operating. For example, if the call is dropped while you are attempting to transfer it to another department, the caller might think that you have rudely hung up. Always have a message pad with pens or pencil.



## *Place a caller on hold*

A caller may be placed on hold while you take another call or locate the requested person or information. If you need to do this, ask for permission first. You might say, ‘it will take a moment or two to. May I please put you on hold?’ Return the call as promptly as possible.

## *Transfer calls*

Always inform the caller if you are going to transfer the call to another line. Do not transfer the calls unnecessarily. Sometimes the caller requires the answer to a simple question for which you have the answer. However do not give information if you are not authorized to do so or if you are not sure of its accuracy.





## *Screen calls*

Screening is done to select calls that managers or supervisor must handle. You might ask, 'May I ask who is calling please? What is the purpose of the call?' If the issue can be effectively handled by someone else, you might say, 'I am confident that ...will be able to help you. Please let me get them for you.'



# *Recording Message*

When answering the telephone, you must be ready to take a message or call for another person in your office. Your options include keeping a pad or notebook handy for writing down messages using your computer to key the information directly into an email message form or forwarding the call.



The message would include these information;

- Date and time of call
  - Name of caller, with title
  - Name of business
  - Telephone number of caller
  - The message itself
  - Best time to return call
  - Signature of person taking the message
- 



## *Voice Message*

- ➔ A voice message system store messages digitally. Using suitable telephone etiquette is very important when leaving voice message. Instead of someone answering the telephone in person, you will hear a recording with direction for leaving a message , or the recording will put you through several step, until finally you are connected with an office or a person.



## *Advantages Voice Message*

- Easier to send and receive message
- Messages may be sent and received 24/7  
anywhere in the world





## *Disadvantage Voice Message*

- Receiver may not be aware that a message is waiting unless they check
- Voice mailboxes must be accessed regularly so that important messages are not missed.



# Assignment Sheet

1. Explain the following terms as they relates to telephone calls;
  - a) On hold
  - b) Transfer
  - c) Screen
  
2. Explain five guidelines that should be followed when answering calls.
  
3. List Four techniques used when making calls.