

# Telephone Etiquette



**Introduction:** When you use the telephone to invite someone to speak to the class, respond to a help wanted ad in your local newspaper, or any other purpose, you are presenting an image of yourself. Ensure that your first impression is a positive one by being prepared before you pick up the phone.

## Etiquette:

### 1. Greeting

When initiating a telephone call, introduce yourself and your organization (if appropriate). “Hello, Mrs. Jones, this is Susan Cupcake.” If it is someone you know but have not seen in a while, you might remind them when you knew them. “I was in your photography class at the YMCA last year.”

### 2. Answering the Phone

When answering the phone, always identify yourself and, if appropriate, your organization. “Central High School JMG Class, this is Susan Cupcake.”

### 3. Message

State the purpose of the call. Just present the information you want that person to know. Be clear and concise.

### 4. Feedback

Practice two-way communication, giving and receiving feedback so it is clear that both parties have the same message.

### 5. Closing

Close the conversation and thank the person.

### 6. Tips

- Do not put the person on hold to take another phone call if you have initiated the call.
- Use more formal grammar when speaking on the phone. Say “Hello” instead of “Yo”, ask “May I speak to Mr. Johnson?” rather than “Is Mr. Johnson there?”
- If you answered the call and the person the caller has asked for is unavailable, offer to take a message.

## Helpful Hints

- When you initiate a phone call, prepare a script of what you want to say. Write the script using good conversational English. Practice the script until it sounds spontaneous and unrehearsed. If you are nervous about calling, role play with a friend. The script will help you present yourself effectively and keep from stumbling around for the right word. Even if you don't use the script "word for word" it will provide a sound basis for what you want to say. There are many situations where you will need to adapt your basic script. Use your own judgment on this.
- Be sure and have any materials you might need close by, such as copies of newspaper ads, notes, calendars, dates of importance, etc. Always have a pad and pencil by your phone.
- Write down questions that are raised as you go along so you can be sure to get them answered. Takes notes on information you receive. Always confirm any dates, times and directions.
- Be positive! Smile--your positive approach will travel across the wires. Thank the person for his or her time, any information provided, or commitments he or she has made.