

Telephone Etiquette

Telephone Etiquette

- ❖ Answer calls within three rings.
- ❖ Greet the caller.
- ❖ Identify yourself.
- ❖ Identify your school.
- ❖ Ask how you can help.

Telephone Etiquette

Placing callers on “hold”:

- Ask if the caller minds being placed on hold.
- Check back with callers so they don't think you've forgotten them.
- It's okay if you don't know the answer immediately.
- If you need to research, provide an estimate of when you will follow up.

Telephone Etiquette

- Focus your attention on the caller.
- Use the caller's name during the conversation.
- Build rapport with the caller.
- Speak clearly.
- Always be polite

Telephone Etiquette

- Avoid jargon and acronyms.
- Avoid eating, chewing or drinking.
- Respect others.
- Follow the “golden rule.”
 - Do unto others as you would have them do unto you.

Telephonic Communication: Its Role

- Companies use this gadget effectively to communicate with their customers.
- Telephone is the most reliable, guaranteed, instant and real time communication.
- Employees are expected to have effective telephonic communication skills.

Attending Telephone Calls: A Few Basics

- Give a greeting: “Good Morning.”
- Identify yourself. “I am Harish Narain from Computer Section.”
- Be tactful. “May I know your name please?”
- Be helpful. “Could I leave message for him?”
“Can you please pass this message to him?”

Attending Telephone Calls: A Few Basics

Never say:	Say:
<p>“Hello”</p> <p>“Who?”</p> <p>“Who are you?”</p> <p>“Who do you want?”</p> <p>“He is out”</p> <p>“He is not there”</p> <p>“Hold on”</p>	<p>The name of the firm, department or office. If it is a personal phone give your name.</p> <p>“Who is speaking, please/”</p> <p>“What is your name, please?”</p> <p>“Who do you wish to speak to?”</p> <p>“I am sorry, Mr.....is not available. Can I help you?”</p> <p>“I am sorry, Mr..... is not here at present. Can I help you?”</p> <p>“ Would you hold line, please?”</p>

Pronouncing Telephone Numbers

- ❖ How to pronounce your telephone number?
- ❖ Let us learn a few facts about proper pronunciation of telephone numbers.

0863-2797499

Pronouncing Telephone Numbers

0863-2797499

- The first four digits of this number indicate the area code.
- The next seven digits indicate the individual identity of the phone number.
- Now when you give this number to someone on phone you will necessarily pronounce the area code in one spell.
- Later you will take a pause and then say the original phone number by pronouncing each digit with proper spacing in your speech.
- Let us show it by writing the number in letters.

Zero eight six three -----

Two – Seven – Nine – Seven – Four – Nine - Nine

Pronouncing Telephone Numbers

- The habit of using the word 'double' to express two similar digits in a row.
- Avoid such practice.
- We also try to group the digits of a telephone number for the sake of convenience to remember them. But when you give the number to someone, you should always pronounce each digit of the phone number separately.
- In case of international calls, the digit Zero is often pronounced as 'O' (oh), especially by the Americans. But it is purely a personal habit to pronounce the digit either as zero or as 'O'.
- In Britain, the area code is written in brackets. Most of the English people practice the pronunciation of the digit '0' both as zero and 'oh'.

Pronouncing Telephone Numbers

If you are giving a mobile number, always pronounce the number in two blocks i.e. 5+5. For example, if the number is **1234567890**, then you should say it in two blocks. Let us practice it by writing.

**One two three four five ---- six seven
eight nine zero**

The same should be practised even when you write your mobile number by giving one space after writing the first five digits. Eg: 12345 67890.

Tips for Effective Telephonic Conversations

Usually the **call initiator should end the call**. Please wait till the caller does so.

If you have an urgent piece of business, then tell the same very politely and ask him if it would be convenient if you make a call later.

Speak slowly and clearly into the mouthpiece. Do not eat, drink or chew gum while speaking.

Let your voice communicate that you are interested in the caller. **Be friendly**, but do not waste time.

Tips for Effective Telephonic Conversations

- **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,** if any. Remain calm during the conversation, even if the person on the end is not.
- End the conversation with a courteous comment such AS **“Thank you”** or **“Goodbye”**. Then replace the receiver softly.
- The other may be busy, so make sure your call is BRIEF.
- **Smile when you are talking.** Your listener can ‘hear’ your smile.
- **Don’t try to be funny** – you may be misunderstood.

Telephone Skills:

When Answering a Call

- Try to answer the telephone by the second or third ring. The continuous ringing of your telephone may cause inconvenience to your colleagues.
- Identify yourself and the organization/department that you represent.
- If the call needs to be transferred, politely ask who is calling and do not leave the caller on hold for a longer period of time.
- Keep the note taking material near your telephone and take a complete and accurate message.

Telephone Skills:

When Answering a Call

- If you must put the telephone down during the conversation, do it gently, and when you hang up, do it gently.
- DO NOT SLAM THE RECEIVER DOWN.
- The person at the other end may still have the phone close to his ear and a sudden sharp bang can be hurtful as well as rude.

Mobile Phone Etiquette

- Misuse of mobile phone a common complaint.
- Misuse of mobile phone is of unsocial nature.
- Sensitivity towards others around.
- The improper use of mobile phone: an indicator of insufficient in good manners.
- Hence the improper use of mobile phone and indication of one's character to others.
- Hence the Mobile/Telephone Etiquette

Mobile Phone Etiquette

- silent mode in business meeting.
- pleasing and common ring tone.
- talk in a lower voice,
- ask the receiver, if he can talk to you at that particular moment.

Mobile Phone Etiquette

- Verify the mobile number and then ask for the person while calling for the first time.
- Apologize for the inconvenience on making a Wrong Call.
- Avoid making / answering calls while driving.
- Avoid speaking loudly on the mobile.

Mobile Phone Etiquette

- Good reception and politeness by keeping the **tone, pitch, voice culture and language in control.**
- It is important for the speaker to **smile** and to **be polite** while speaking on the phone as these convey **the mood** of the speaker.