



TELEPHONE ETIQUETTES

Remain Cheerful

Smile when you talk to people. Although they might not be able to see you, a smile can be heard in your voice and the caller will be much more relaxed in their conversation with you. People love talking to happy people.



Be Mindful of your Volume

Being overly loud or overly quiet can make a phone conversation very awkward and might mean you don't get all of the information to the person on the other end. Try and speak in a calm tone that will be easy to hear and understand



Use Proper Language & Speak Clearly

When you answer the phone, greet the caller warmly and advise who they are talking to. Always answer the phone with your name at the end of your greeting. You will have an upward inflection on your name which will stay in the mind of the caller. You have something to say and the person at the other end wants to hear it. No one wants to repeat themselves many times during a conversation. Speak as clearly as possible to avoid this.



Actively Listen and Take Notes

Don't be distracted. Although the caller may not be able to see what you're doing, if they don't have your full attention it will be heard in your tone and responses. Distractions can be anything from responding to an email, replying to a text, scrolling through online shopping, reading a news article, or nibbling on that doughnut that has been sitting next to you calling your name. If you wouldn't do these things with the person in front of you, don't do it when you're on the phone.



Ask Before Putting Someone on Hold or Transferring a Call.

If you must put a person on hold or transfer their call, always ask for their permission first. Explain why it's necessary to do so, and reassure them that you (or another person) are going to get their problem solved swiftly. By keeping your customer in the loop, they'll be less inclined to complain about a long wait time.





Thank You

BY :

PONNURI ANIRUDDHA - RA2112704010015

R. MAITHRAANAND - RA2112704010013

MEGHAVI RATHOD - RA2112704010012

SHAIK YASIR TAWFIQ - RA2112704010016

SAHYOG .A - RA2112704010011