

## TELEPHONE ETTIQUETTE

### ● **REMAIN CHEERFUL- MEGHAVI**

- 1. You never know if someone is having a bad day, when someone is rude to you on the phone your immediate reaction is to end the call. So please be cheerful and talk with a smile.*
- 2. When you communicate with someone in a positive tone and with a cheerful smile, you're more likely to build a good image of yourselves in their aspect. Try practicing it when you communicate with your friends*

### ● **BE MINDFUL OF YOUR VOLUME- MAITRANAND**

- 1. Speak in a low tone using moderate volume convey words in a clear and understandable way.*
- 2. Unclear communication makes for a rocky conversation.*

3. *Your tone of voice projects what message you want the other person to hear when you speak to them.*

● **ACTIVELY LISTEN AND TAKE NOTES -**

**YASIR**

1. *There may be times when there are too many distractions or you're unable to focus for some reason.*

*Use a notebook to keep track of conversations and formulate appropriate responses using your notes.*

2. *You should match the tone and style of your caller. If they want to skip formalities and get to the point, you get to the point as well.*

● **USE PROPER LANGUAGE AND SPEAK**

**CLEARLY-ANIRUDHA**

1. *Regardless of your tone of voice or the situation on the phone, there's absolutely no excuse for deviating from being polite*

2. *Staying respectful and professional, even in trying situations, will go a long way toward gaining the mutual respect required to achieve the goals of your call.*
3. *When someone responds rudely. Find a break in the conversation and politely excuse yourself for a few minutes. After you've composed yourself, get back to the call and make objective statements to support your argument.*

● **ASK BEFORE KEEPING SOMEONE ON**  
**HOLD- SAHYOG**

1. *People feel in control of a conversation when you ask for their permission before taking any action*
2. *If it is truly necessary to put the customer on hold, be sure to do it properly. Answer the phone, thank the person for calling and then ask them politely whether it is alright if you put them on hold for a few seconds.*
3. *Another important thing—asking is not enough. Wait for the person to respond. It's important to make sure you have initiated the conversation and confirmed that you are there for them*

- (Yasir)START- Even in the digital world, phone calls should not be taken lightly. When a person calls you, there is a good chance that this is their first contact with you or your company. You need to make a good first impression and create a positive and lasting relationship with the caller.

Having good phone etiquette is a great starting point for providing a great customer experience. This initial contact could mean a lot when it comes to getting a picture of your business and what it stands for. Make them feel at home. Great phone manners make people feel better about doing business with you, so here are some few important etiquettes which my group like to share with you:-

○ (Meghavi)END- An efficient conversation over the phone truly is an art form. It's so much different from both talking to people on call and in person. Many of these fall under the umbrella of simple common sense. So I would like to end our presentation , hoping that

you remember these etiquettes throughout your life and  
use them in your daily chores thank you