

Phone & Call Etiquette

Introduction

Phone communication is one of the most important professional skills.

Whether it's answering an HR call, following up after an interview, or speaking to a client, **your tone, clarity, and manner of speaking create an impression long before your resume does.**

This module helps you understand how to handle phone conversations confidently and courteously in any situation.

1. Answering and Initiating Calls Professionally

A. Answering a Call

When someone calls you—especially for interviews, company discussions, or coordination—your response should be **prompt, polite, and professional.**

Best Practices

- Answer within **3 rings**.
- Smile while speaking — it actually makes your tone sound warmer.
- Start with a **greeting**, your **name**, and an offer to help.
- Avoid background noise; step into a quiet space if possible.
- Never sound distracted or rushed.

Sample Responses

Formal / Professional:

“Good morning, this is *Priya Sharma*. How may I help you?”

“Hello, *this is Rohan speaking*. May I know who’s calling, please?”

If you missed a call:

“Hello, I noticed a missed call from this number. This is *Rohan Sharma*. May I know whom I’m speaking with?”

If you receive a call meant for someone else:

“I’m sorry, but I think you’ve reached the wrong number.”

“I’m afraid there’s no one by that name here, but thank you for calling.”

B. Initiating a Call

When you make a professional call—say to a recruiter, HR representative, or teammate—clarity and structure are key.

Best Practices

- Prepare what you want to say before calling.
- Introduce yourself clearly.
- Ask if it’s a convenient time to talk.
- Speak politely, keep your tone friendly yet formal.
- Get to the point after the greeting.

Sample Opening Lines

To an HR / Recruiter:

“Good afternoon, this is *Ananya from GUVI’s placement cell*. Am I speaking with *Mr. Rajesh*?”

“I’m calling to confirm my interview slot for tomorrow. Is this a good time to talk?”

To a colleague or team member:

“Hi *Amit*, this is *Riya*. I just wanted to discuss the report submission for today—do you have a minute?”

If the person is unavailable:

“I understand you’re busy. Could I call you back at a more convenient time?”

“No problem, I’ll drop a message or an email to follow up.”

2. Listening Actively Over the Phone

Active listening is **half the communication** on a call. You can’t rely on facial expressions, so your attentiveness must show through your **tone, words, and timing**.

Best Practices

- Don’t interrupt the other person.
- Use short verbal cues to show you’re listening:

“I see.” | “Okay, got it.” | “Yes, that makes sense.”

- Take notes if important details are being discussed.
- Paraphrase or repeat key points to confirm understanding.
- Avoid multitasking — the listener can easily sense it.

Sample Acknowledgements

When confirming details:

“So, just to confirm, the interview is on *Monday at 11 AM*, right?”

“Got it, I’ll update the document and send it by *end of day today*.”

When you didn’t hear clearly:

“I’m sorry, could you please repeat that?”

“The line seems unclear, would you mind saying that again?”

When you need time to respond:

“Let me check that and get back to you in a few minutes.”

“Could you please hold on for a moment while I check the details?”

3. Ending Calls with Clarity

The way you close a call is as important as how you start it. It leaves the final impression of your professionalism.

Best Practices

- Summarize key points discussed.
 - Confirm next steps or actions.
 - Thank the person for their time.
 - End with a polite goodbye.
 - Wait for the other person to disconnect first.
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Sample Closings

Professional Closure:

“Thank you for your time, *Mr. Kumar*. I’ll send the updated file by *5 PM today*. Have a great day!”

“I appreciate your guidance. I’ll follow up with an email right after this call.”

Friendly Closure (with a peer or team member):

“Alright, that sounds good. I’ll catch up with you later today. Thanks!”

“Perfect, I’ll see you in the meeting. Take care!”

If you need to end the call politely:

“I’m sorry, I need to attend another meeting. Can I call you back in an hour?”

“I think we’ve covered everything for now. Thanks again for your time!”

4. Practice Call Role-Plays

Here are **sample role-play scenarios** for students to practice in pairs or small groups:

Role-Play 1: Receiving a Recruiter’s Call

Scenario: The student receives a call from a recruiter confirming their interview slot.

Recruiter:

“Hello, this is *Ankit* from *XYZ Technologies*. Am I speaking with *Meena*?”

Candidate:

“Yes, this is *Meena*. Good afternoon!”

“Thank you for calling. Could you please confirm the interview time and platform?”

“Alright, I’ll make sure to join 10 minutes early. Thank you so much for the information!”

Role-Play 2: Initiating a Call to Confirm Attendance

Scenario: The student calls the HR to confirm their interview participation.

Candidate:

“Good morning, *this is Rahul Sharma*. I’m calling to confirm my attendance for the interview scheduled on *Friday, 10 AM*. Is there anything specific I should prepare or bring?”

HR:

“Yes, please carry a copy of your resume and ID proof.”

Candidate:

“Noted. Thank you for the update, *Ms. Anjali*. I’ll be there on time. Have a great day!”

Role-Play 3: Handling a Difficult Situation

Scenario: Poor network during a recruiter’s call.

Recruiter:

“Hello, can you hear me? I’m calling from *TechNova Solutions* regarding your application.”

Candidate:

“I’m sorry, the line seems a bit unclear. Could you please repeat that?”

“Yes, I can hear you now. Thank you for your patience.”

Role-Play 4: Internal Team Coordination

Scenario: Calling a teammate to check task completion.

Caller:

“Hey *Aisha*, this is *Vikram*. Just checking if you’ve completed the report draft for today’s review?”

Receiver:

“Hi Vikram, I’m almost done. I’ll share it by 3 PM.”

Caller:

“Perfect, thanks for the update! I’ll review it once it’s in.”

Quick Recap

Situation	Example Phrases
Answering a call	“Good morning, this is Riya speaking.”

Calling someone	"Hello, I'm Rohan from GUVI's placement team."
Confirming details	"So, the meeting is tomorrow at 11 AM, right?"
Ending politely	"Thank you for your time. Have a nice day!"
Network issue	"I'm sorry, the line isn't clear. Could you repeat that?"

Pro Tips

- **Tone > Words:** 70% of how people perceive you on a call depends on tone and clarity.
- **Be Present:** Avoid typing, eating, or talking to others while on a call.
- **Record Practice:** Listen to your own calls (or mock role-plays) to identify filler words like "uh", "you know", etc.
- **Be Courteous Always:** Even if the other person is rude or impatient, remain calm and polite.

Common Mistakes to Avoid

- Speaking too fast or too softly
- Using slang or casual words ("yup," "nah," "buddy")
- Not confirming names or details

- Getting distracted or checking messages mid-call
 - Ending the call without a proper goodbye
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Voice and Tone Tips

Aspect	Professional Way	Avoid
Tone	Warm, calm, confident	Loud, dull, or rushed
Pace	Moderate, clear	Too fast or too slow
Words	Polite phrases (please, thank you)	Filler words or slang
Energy	Positive and helpful	Tired or uninterested

Voice Smile Tip:

Before picking up a call, take a breath and smile — your tone instantly sounds more approachable.

Quick Recap

- Greet, introduce, and speak with purpose.
 - Listen carefully and avoid interruptions.
 - Be polite, patient, and professional.
 - End every call clearly and courteously.
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Mini Self-Check / Reflection

- Do I sound polite and confident when I answer calls?

- Am I clear about my purpose before I make a call?
 - Do I summarize or confirm key points before ending the call?
 - How can I improve my listening habits during calls?
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Conclusion

Professional phone etiquette reflects your **communication skill, respect, and confidence**.

Every call you make or receive builds your personal brand — so treat it as an opportunity to show clarity, empathy, and professionalism.

Case Studies for Practice

Case Study 1: The Missed HR Call

Riya receives a missed call from an unknown number while in class. She later learns it was from a recruiter regarding her interview slot. She decides not to call back thinking they'll try again later.

Discussion Questions:

1. What mistake did Riya make?
2. How should she have handled the situation?
3. Write the exact line she should have used to call back professionally.

Sample Correct Response:

"Hello, I noticed a missed call from this number. This is Riya Sharma. May I know whom I'm speaking with?"

Case Study 2: The Distracted Conversation

During a phone interview, Arun checks his messages and pauses often while answering. The recruiter senses distraction and ends the call quickly.

Discussion Questions:

1. What part of phone etiquette did Arun violate?
2. How does multitasking affect tone and professionalism?
3. Suggest 2 active listening techniques Arun could use next time.

Expected Learning: Stay focused, listen actively, use acknowledgments like “I see” or “That’s clear.”

Case Study 3: Handling a Poor Connection

Anjali is on a call with a client, but the network keeps breaking. She gets frustrated and says, “This call isn’t working, I’ll text you.”

Discussion Questions:

1. How could Anjali have handled the situation more professionally?
2. Suggest a better response that maintains courtesy.
3. How should she follow up after disconnection?

Sample Professional Response:

“I’m sorry, the line seems unclear. Would it be okay if I call you right back?”

Case Study 4: The Unclear Ending

After a long discussion, Sanjay abruptly says, “Okay, bye,” and hangs up. The client is unsure whether a follow-up will happen.

Discussion Questions:

1. What did Sanjay fail to do before ending the call?
2. Rewrite his closing line in a professional way.

3. Why is summarizing the call important for both parties?

Sample Professional Closing:

“Thank you for your time. To recap, I’ll send the revised proposal by tomorrow morning.
Have a great day!”