PS

telephone etiquette

* Look   * Sound   * feel

* answer with 3 rings
* May I place hold
* Never Blind transfer
* pleasant, enthusiastic, welcoming   not hostties

* first impressions
* use succint greeting
* before picking discontinue your work.
* learning to listen.
* ask permission to place them on-hold
* transferring callers
* managing multiple lins ; tried who come first
*   be ready to take notes

Handling difficult callers

Never say	Instead say
I don't know	There is a good question, Let me find out for you
Thats not my job	I am not sure let me find someone who knows
thats not in our contract	Let me check into how we can help you with that
Your wrong	Here is what I understand.

ACM Code of Ethics an
Professional Conduct

Association for computer machinery → ACM

ACM Code of Ethics and Professional Conduct

Preamble (Introduction)

Computing professionals' actions change the world. To act responsibly, they should reflect upon the wider impacts of their work, consistently supporting the public good. The ACM Code of Ethics and Professional Conduct ("the Code") expresses the conscience of the profession.

The Code is designed to inspire and guide the ethical conduct of all computing professionals, including current and aspiring practitioners, instructors, students, influencers, and anyone who uses computing technology in an impactful way. Additionally, the Code serves as a basis for remediation when violations occur. The Code includes principles formulated as statements of responsibility, based on the understanding that the public good is always the primary consideration. Each principle is supplemented by guidelines, which provide explanations to assist computing professionals in understanding and applying the principle.

Section 1 outlines fundamental ethical principles that form the basis for the remainder of the Code. Section 2 addresses additional, more specific considerations of professional responsibility. Section 3 guides individuals who have a leadership role, whether in the workplace or in a volunteer professional capacity. Commitment to ethical conduct is required of every ACM member, and principles involving compliance with the Code are given in Section 4.

The Code as a whole is concerned with how fundamental ethical principles apply to a computing professional's conduct. The Code is not an algorithm for solving ethical problems; rather it serves as a basis for ethical decision-making. When thinking through a particular issue, a computing professional may find that multiple principles should be taken into account, and that different principles will have different relevance to the issue. Questions related to these kinds of issues can best be answered by thoughtful consideration of the fundamental ethical principles, understanding that the public good is the paramount consideration. The entire computing profession benefits when the ethical decision-making process is accountable to and transparent to all stakeholders. Open discussions about ethical issues promote this accountability and transparency.

1. GENERAL ETHICAL PRINCIPLES.

A computing professional should...

✓ TIPS & TRICKS FOR TELEPHONE ETIQUETTE

The telephone is one of the most important and commonly used tools in business. Multitudes of businesses, companies, and departments use telephones in their work every day; however, most of us don't think of the telephone as a tool, and as a result, accidentally misuse it. The telephone is a link between us and the world outside our business or department. Unfortunately, sometimes we don't pay attention or make a conscious effort to monitor what kind of message we are sending to our callers and the outside world.

Some basic rules of telephone etiquette are. . .

- Speak directly into the mouthpiece of the phone or a headset while talking
- *DO NOT* eat or chew gum while talking on the telephone
- *DO NOT* cover the phone with your hand or put it against your chest to avoid the caller hearing you. Chances are, they will still be able to comprehend what you are saying.
- If you are interrupted or must talk to somebody else in your workplace while you are on the phone, simply ask the caller if they can hold and press the *HOLD* button.
- *DO NOT* place the handset in the cradle until you've pressed the *HOLD* button.
- *DO NOT* lay the receiver on the desk, without placing the caller on hold (the caller will hear everything being discussed in your office).
- Always be courteous

When answering the telephone. . .

- Always try to answer your own telephone whenever possible
- Always practice answering your telephone within 2-3 rings

To greet the caller. . .

- LARGER ORGANIZATIONS – "Thank you for calling (dept. name). How may I direct your call?"
- SMALLER ORGANIZATIONS – "Thank you for calling (dept. name). May I help you?"
- DEPARTMENTS – "(dept. name), Mary Smith," OR "Mary Smith, may I help you?"

There has been a lot of discussion of using "good morning" or "good afternoon." This is unnecessary if you use the right tone. Also, people tend to make mistakes when using these phrases (i.e., saying "good morning" when it's really afternoon and vice versa).

When placing a caller on *HOLD*. . .