



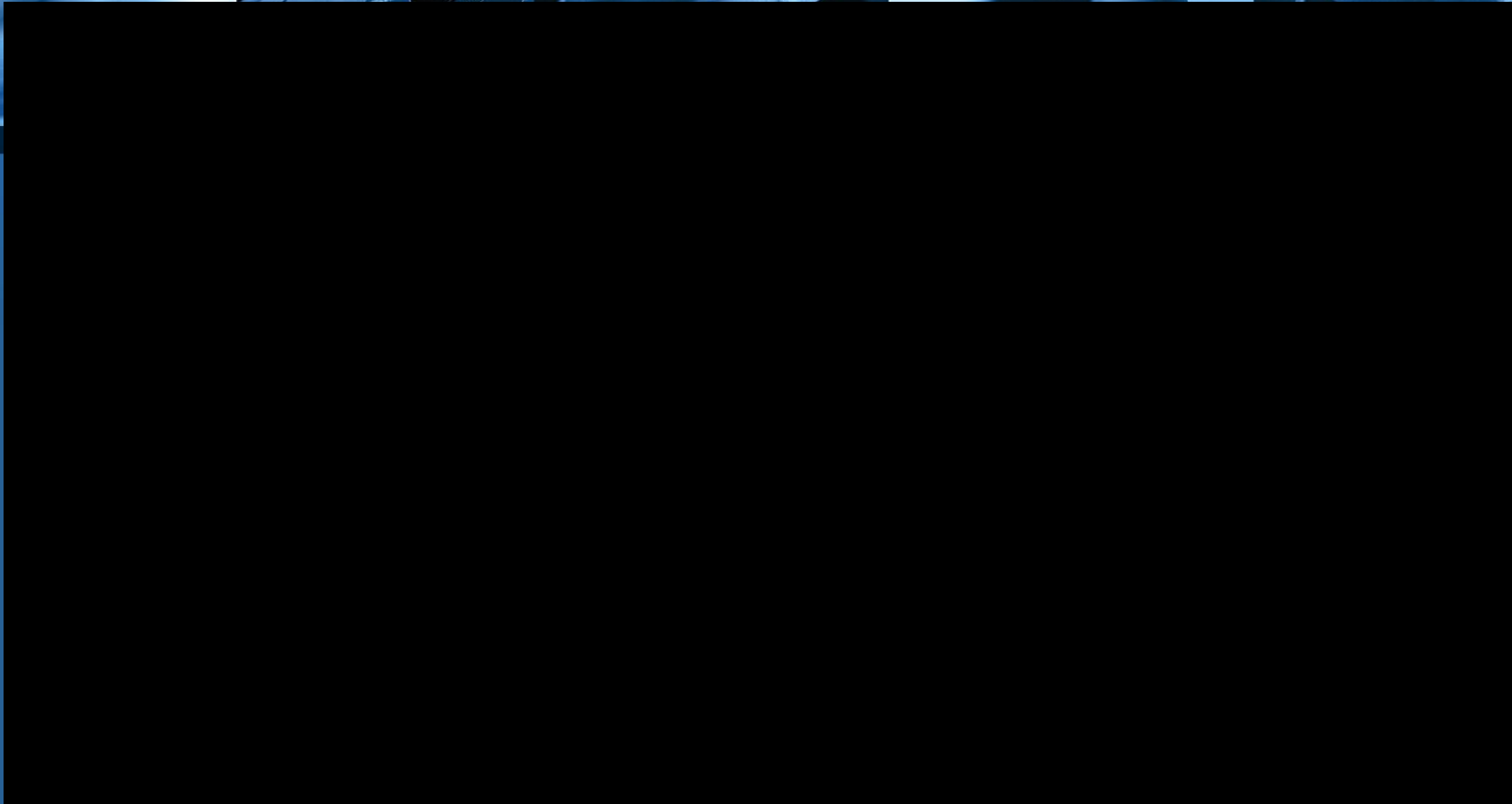
# Telephone Etiquette

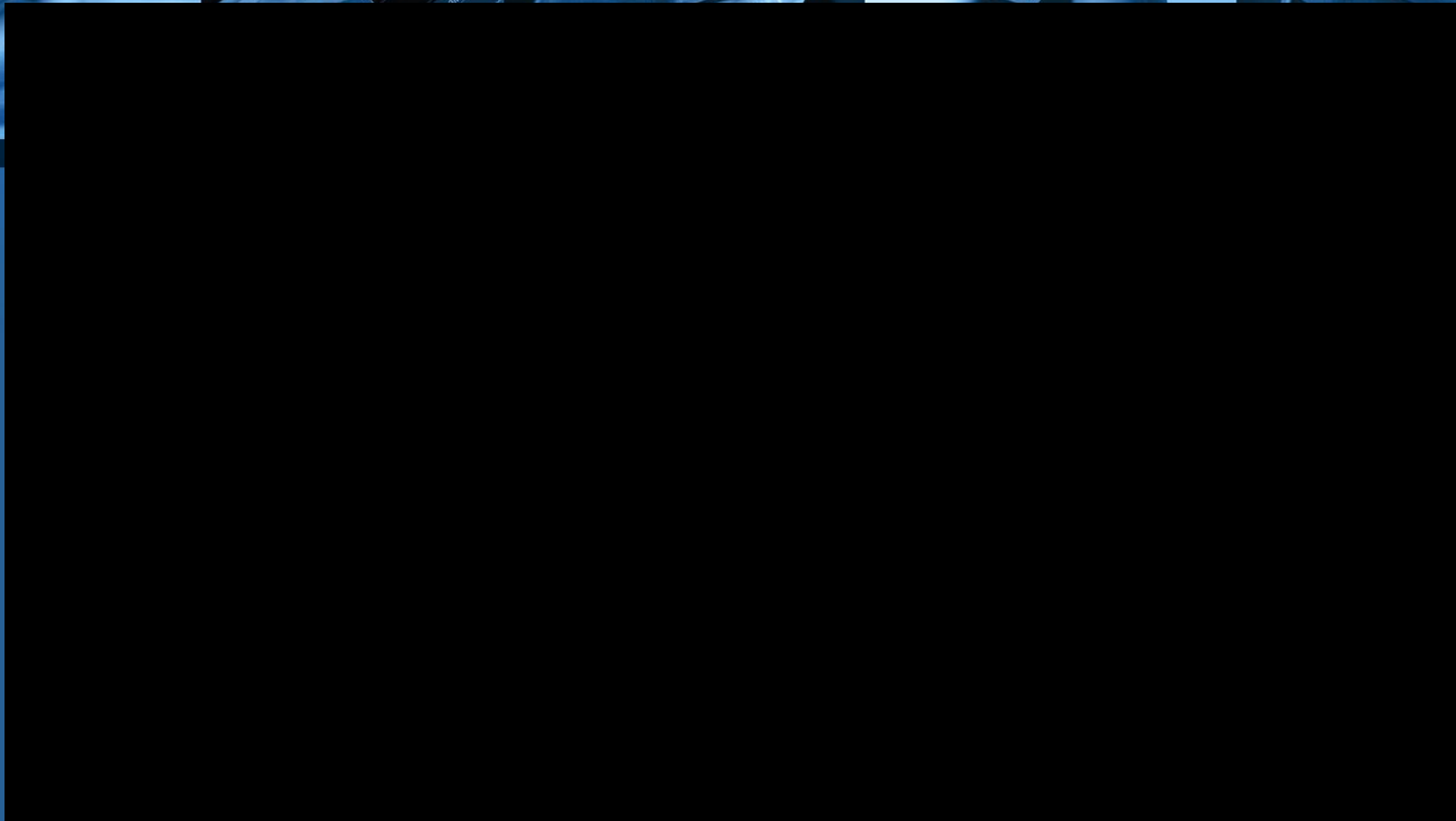
# DO-s and DON'T-s



- Watch the two videos and pay close attention to the **behavior** and **usage of language** of the callers.
- \*Note down** the steps taken by the callers.









## Three Main Elements in a Telephone Call

- (1) Introduction - establishing the identity
- (2) Purpose - communicating the need
- (3) Conclusion - reaching a verbal agreement on the points made during the call and any specific action that needs to be taken.



# How to overcome listening 'roadblocks'?

- Being ready to listen actively
- Keeping your emotions in check
- Listening for specific information
- Asking questions when necessary





# **TELEPHONE ETIQUETTE**

**A matter of using courtesy and  
good manners.**



Read each telephone etiquette and type the missing word.  
The first letter of each word is given for you.

- Always respond courteously and p\_\_\_\_\_.
- Give a\_\_\_\_\_ information.
- Be prepared to deal with r\_\_\_\_\_/negative responses.







- If a wrong number is dialed, apologize for the i\_\_\_\_\_.
- If the called party cannot be reached, take the m\_\_\_\_\_; if it is preferred to be given by the caller.



- Role Play - Practicing Real Life Scenarios
- You'll be put into pairs and each will have to act out the given telephone conversation.



# References

- <https://lts.lehigh.edu/services/explanation/telephone-etiquette>
- <https://www.businessenglishpod.com/2016/04/24/business-english-pod-22c-telephone-skills-making-enquiries/>
- <https://www.encyclopedia.com/finance/finance-and-accounting-magazines/telephone-skills>
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