



Telephonic Etiquette

What are Telephone Etiquettes?

- An individual needs to follow a set of rules and regulations while interacting with the other person over the phone.*
- It is important to follow the basic telephone etiquettes as our voice plays a very important role in creating an impression of our personality, education.*
- The person giving the information is called the sender and the second party is the recipient.*

Telephone etiquettes to be followed:

- *Always remember your voice has to be very pleasant while interacting with the other person over the phone.*
- *Don't just start speaking, before starting the conversation use warm greetings like "good morning", "good evening" or "good noon" depending on the time.*
- *Never call any person at odd hours like early morning or late nights as the person will definitely be sleeping and will not be interested in talking to you.*

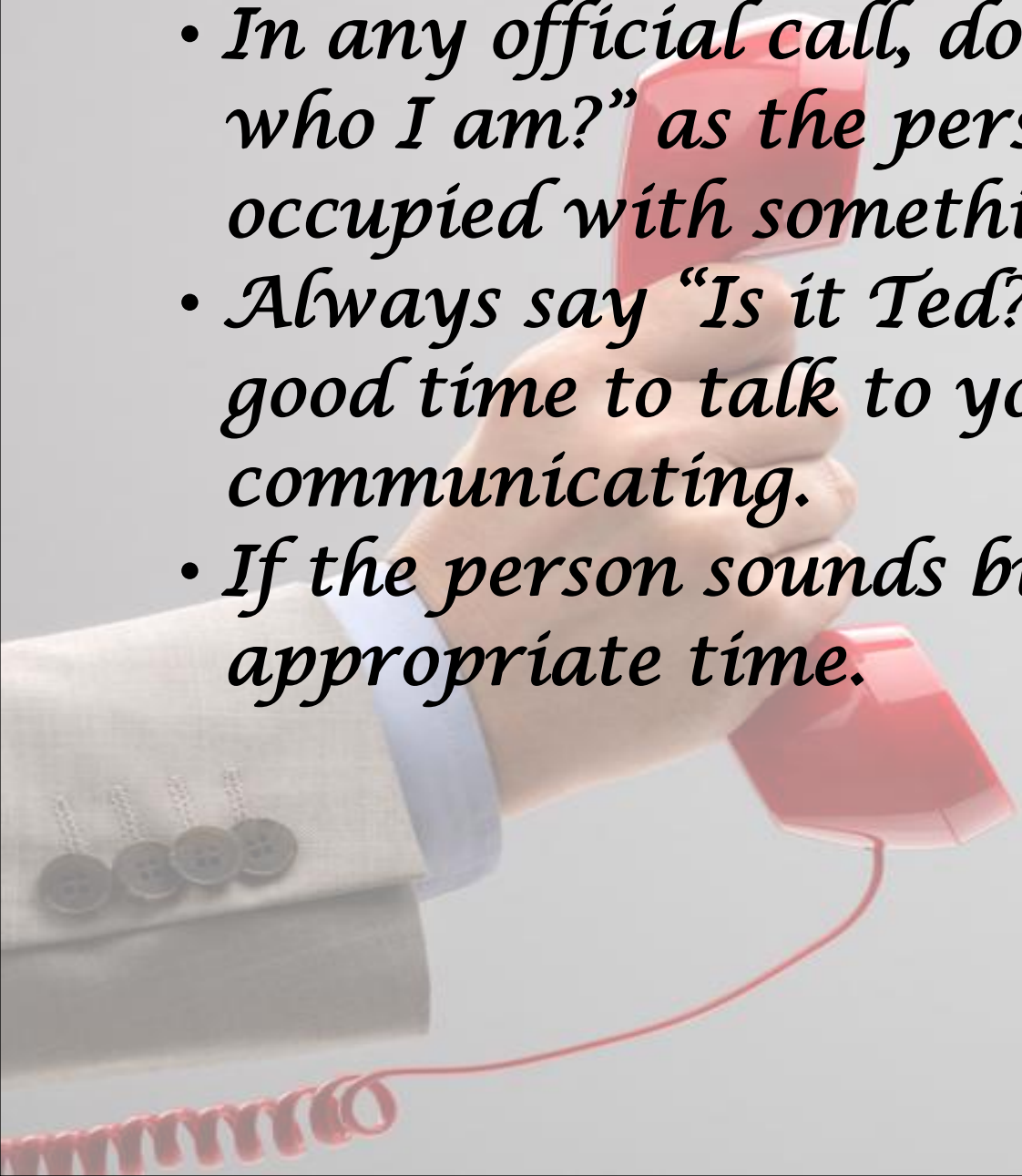
A hand holding a red telephone receiver, with a coiled red cord visible at the bottom left. The hand is wearing a light-colored suit jacket and a white shirt cuff. The background is a plain, light gray.

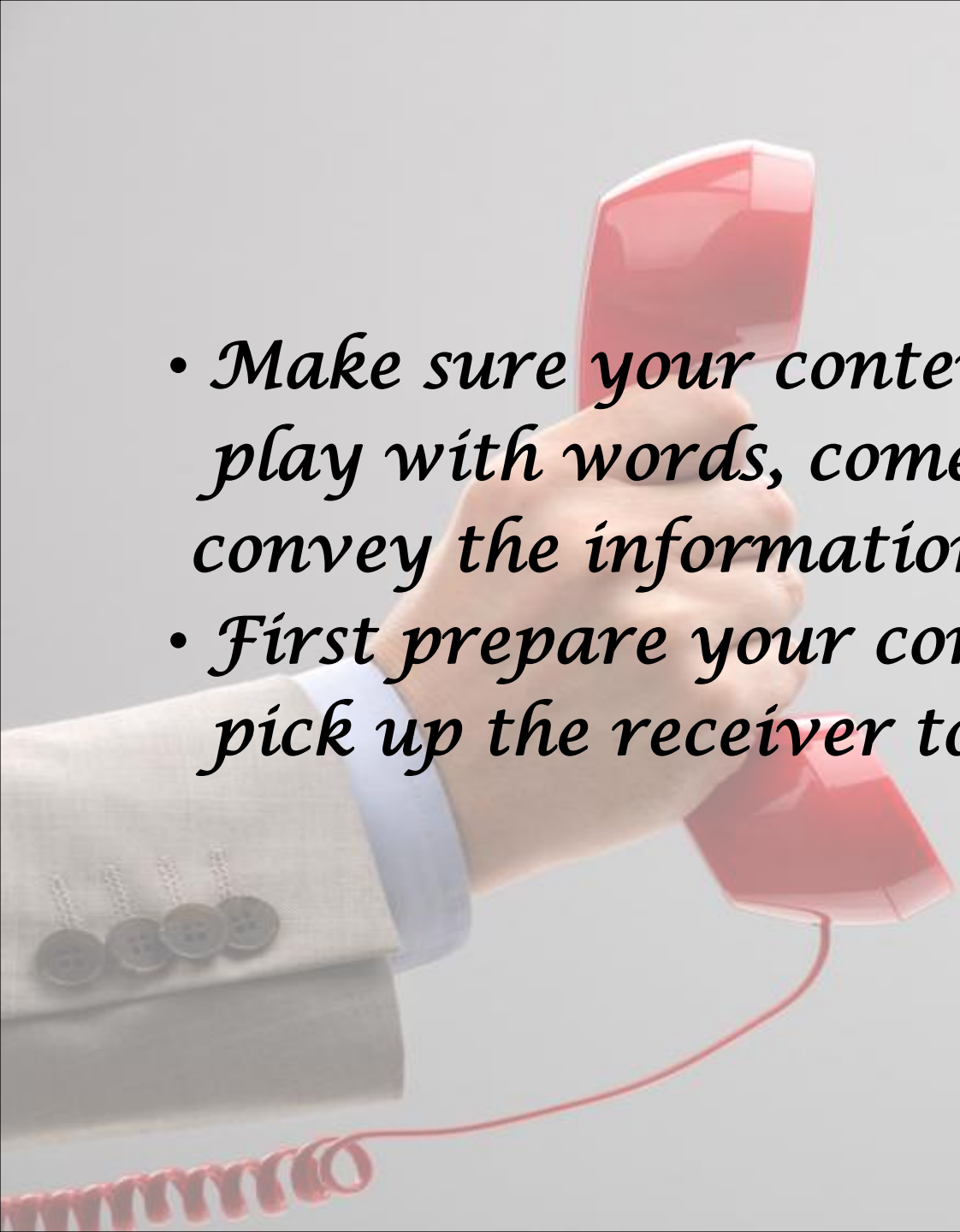
Poll Question

Why are telephone greetings so important?

- A. It is the first impression*
- B. It shows that you are happy*
- C. It shows that you are polite*

- *In any official call, don't use words like "Any guess who I am?" as the person on the other side might be occupied with something and can get disturbed.*
- *Always say "Is it Ted?", and do ask him, "Is it the good time to talk to you?" and then start communicating.*
- *If the person sounds busy always wait for the appropriate time.*



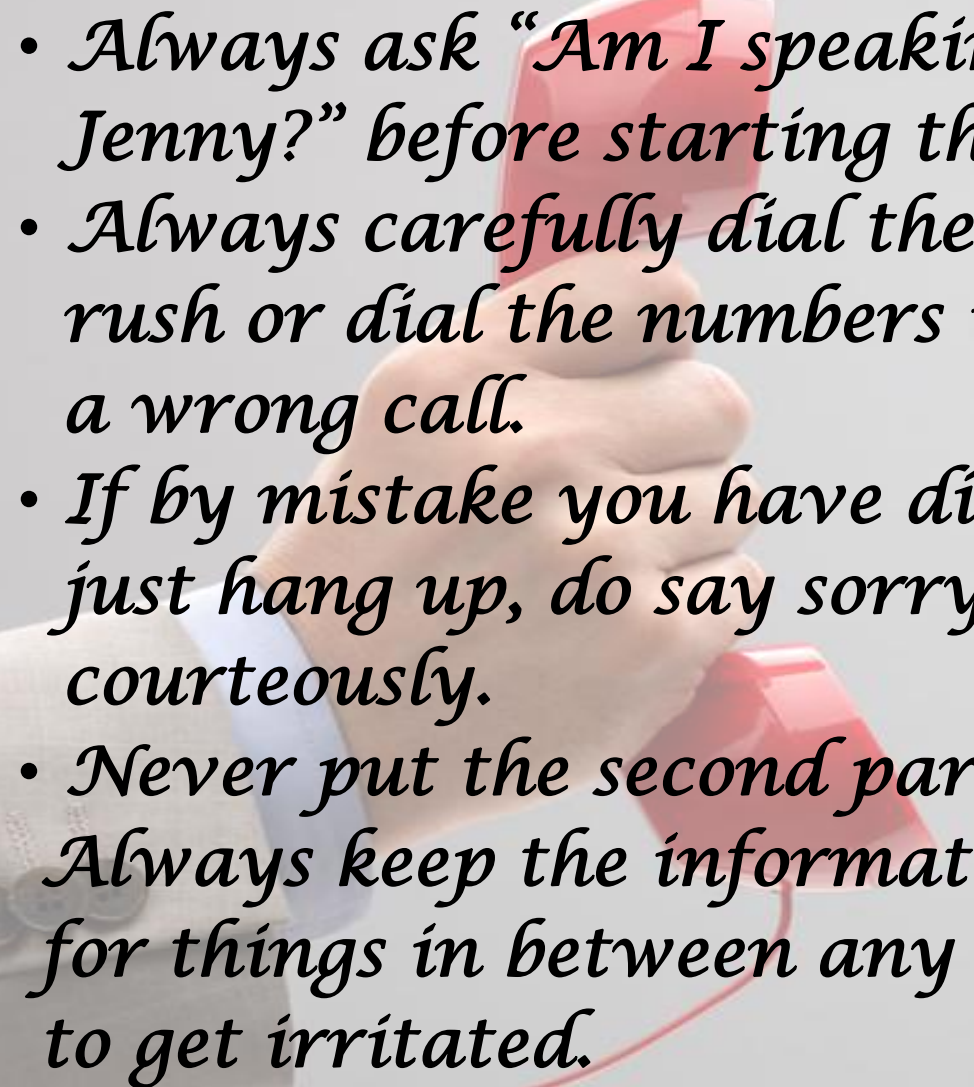
- 
- A hand holding a red telephone receiver, symbolizing communication. The hand is wearing a light-colored suit jacket with four buttons visible. The background is a plain, light gray.
- *Make sure your content is crisp and relevant. Don't play with words, come to the point directly and convey the information in a convincing manner.*
 - *First prepare your content thoroughly and then only pick up the receiver to start interacting.*

A hand holding a red telephone receiver, with a coiled red cord visible at the bottom left. The hand is wearing a light-colored suit sleeve with four buttons.

Poll Question

What is important about your voice?

- A. The volume*
- B. The speed*
- C. The tone*
- D. All of the above*

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- A close-up photograph of a hand holding a red telephone receiver. The hand is wearing a light blue sleeve. The background is a solid light gray. The text is overlaid on the right side of the image.
- *Always ask “Am I speaking to Mike?” or “Is this Jenny?” before starting the conversation.*
 - *Always carefully dial the numbers, never be in a rush or dial the numbers in dark as it would lead to a wrong call.*
 - *If by mistake you have dialed a wrong number, don't just hang up, do say sorry and then keep the phone courteously.*
 - *Never put the second party on a very long holds. Always keep the information handy and don't run for things in between any call as the listener is bound to get irritated.*

A hand holding a red telephone receiver. The hand is wearing a light-colored suit jacket with four buttons visible. The telephone cord is red and coiled at the bottom left.

Poll Question

When putting a caller on hold, what do you need to say or ask?

- A. Ask if it is ok to put the caller on hold*
- B. "Would you like to be put on hold?"*
- C. "I apologise for the inconvenience"*

- 
- A close-up photograph of a hand holding a bright red telephone receiver. The hand is wearing a light-colored suit jacket with visible buttons. The background is a soft, out-of-focus grey.
- *While interacting over the phone, don't chew anything or eat your food.*

If you are reading, please leave the book aside, first concentrate what the other person wishes to convey and then continue with the book.

- *After completing the conversation, don't just hang up. Reconfirm with the receiver whether he has noted the correct information or not.*
- *Do end your conversation with pleasant words like "Take care", "nice speaking with you" and a warm bye. Never say Goodbye.*

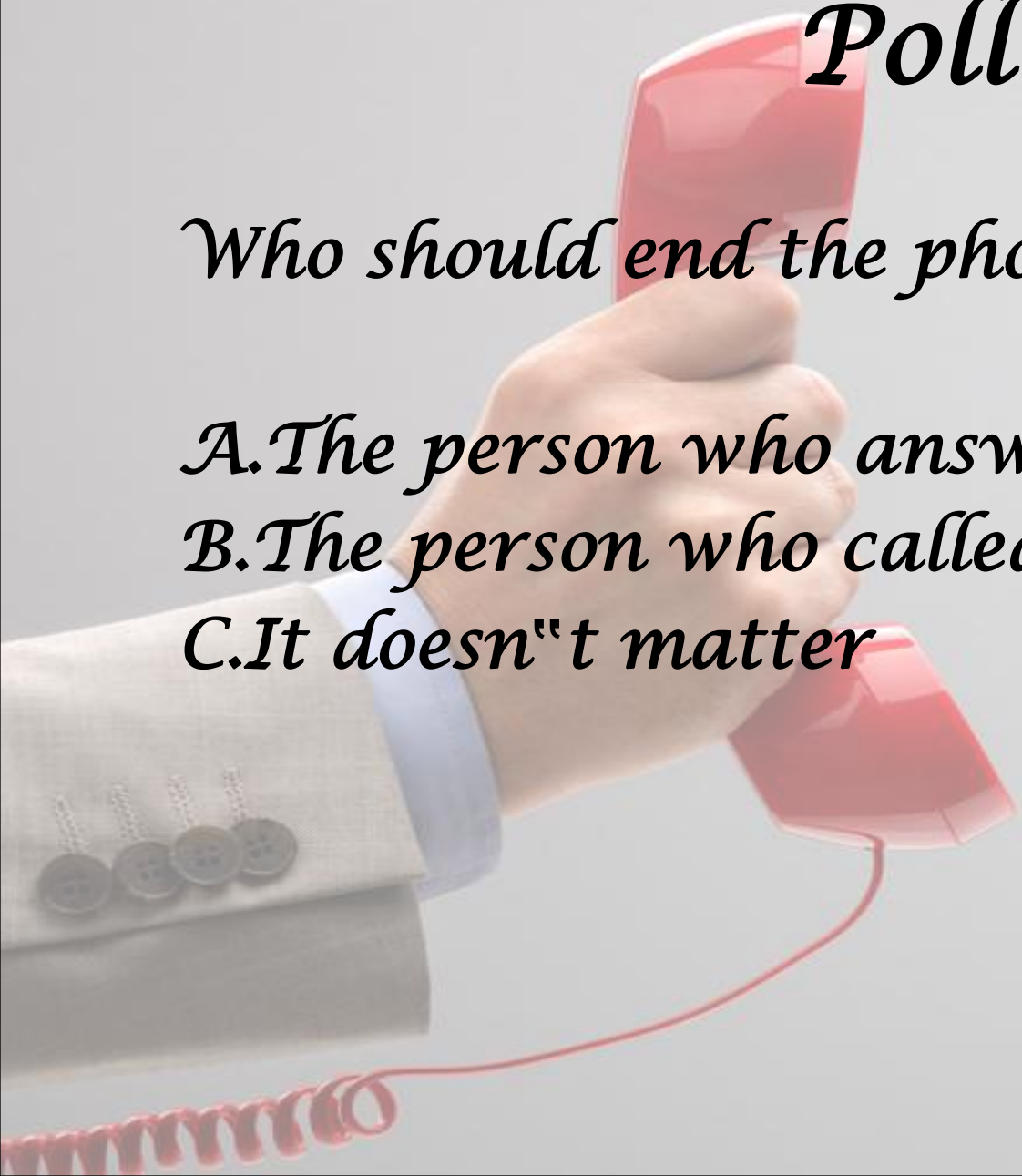
Poll Question

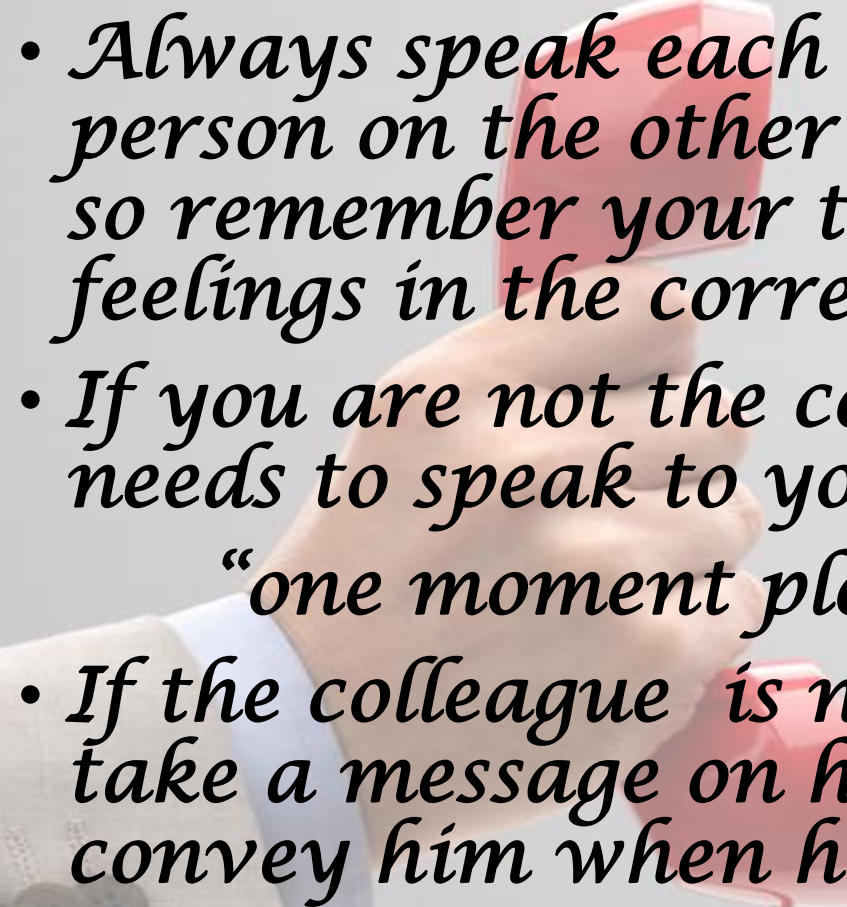
Who should end the phone call first?

A. The person who answered

B. The person who called

C. It doesn't matter



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- A hand holding a red telephone receiver, with a coiled red cord visible at the bottom left. The background is a light gray gradient.
- *Always speak each and every word clearly. The person on the other hand can't see your expressions so remember your tone should be apt to express your feelings in the correct form.*
 - *If you are not the correct person and the speaker needs to speak to your fellow worker always say "one moment please- I will call him in a minute".*
 - *If the colleague is not in the office premises, always take a message on his behalf and don't forget to convey him when he is back.*

A hand holding a red telephone receiver, with a coiled red cord visible at the bottom left. The background is a light gray gradient.

Poll Question

ou are having a conversation with your colleague and the phone rings. What do you do?

A. Get the caller's phone number and call him / her back.

B. Tell your colleague to wait.

C. Answer the phone and put the caller on hold



Telephone Etiquette Tips



01

Make sure you identify yourself and speak clearly.

02

Ask for caller's permission before putting the call on hold.

03

It is better to return a call than to keep the caller on hold for too long.

04

Do not let the phone to ring more than three times.

05

Do not interrupt the person while he/she is talking.

06

Never engage in an argument with a caller.

07

Do not answer the phone if you are eating.

08

Try not to sound rushed. It is better to return the call when you can give the person the time they need.

09

Always ask for the best time to have a call returned to the caller.

10

Do not call the patients before 8:00AM or after 9:00PM, unless they've given you permission to do so.

11

When hanging up the phone, make sure the caller or person called hangs up first.

What did we learn from the video?

- *Pick call by second bell*
- *Cheerful voice*
- *Identify yourself and the company*
- *Take details properly*
- *Repeat the information before ending the call*
- *Request for details if something is not clear*
- *End on positive note*

Vocabulary and phrases for making arrangements

Some common expressions can be used to make arrangements.

- To make an arrangement, use 'We....'*
- We can eat out tonight.*
- We can go to the movies.*
- We can take the train.*
- We can schedule the meeting for tomorrow.*
- We can discuss our concerns with the manager.*
- We can meet outside the cinema.*

Poll Question

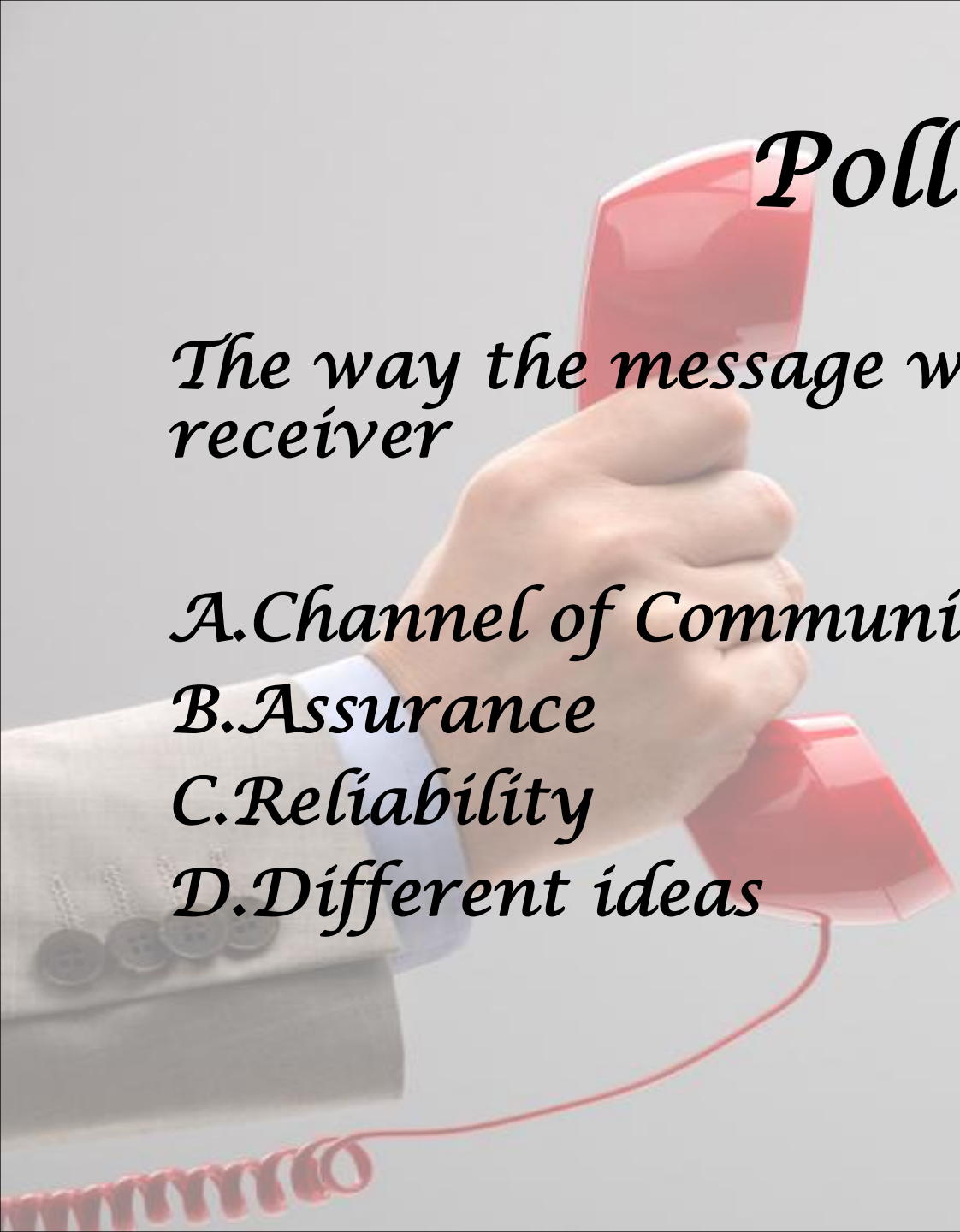
The way the message will travel between sender and receiver

A. Channel of Communication

B. Assurance

C. Reliability

D. Different ideas



*To ask someone where they would like to meet, use
Where...?*

- *Where shall we meet? Where would you like to spend the evening?*
- *Where would you like to meet? Where would you like to go on holiday?*
- *Where shall we go to eat?*
- *To ask someone when they want to meet, use Whe ...? or What time...?*
- *What time does the meeting start? When would you like to meet for dinner?*
- *When shall we meet?*

A hand holding a red telephone receiver, with a coiled red cord visible at the bottom left. The background is a light gray gradient.

Poll Question


.....indicates that the message has been heard and understood

A. Feedback

B. Telephone Etiquette

C. Different areas

D. Identifies the organisation

A hand holding a red telephone receiver, with a coiled red cord visible at the bottom left. The background is a light gray gradient.

TELEPHONE ETIQUETTE

Useful telephone vocabulary and phrases in English

Making contact :

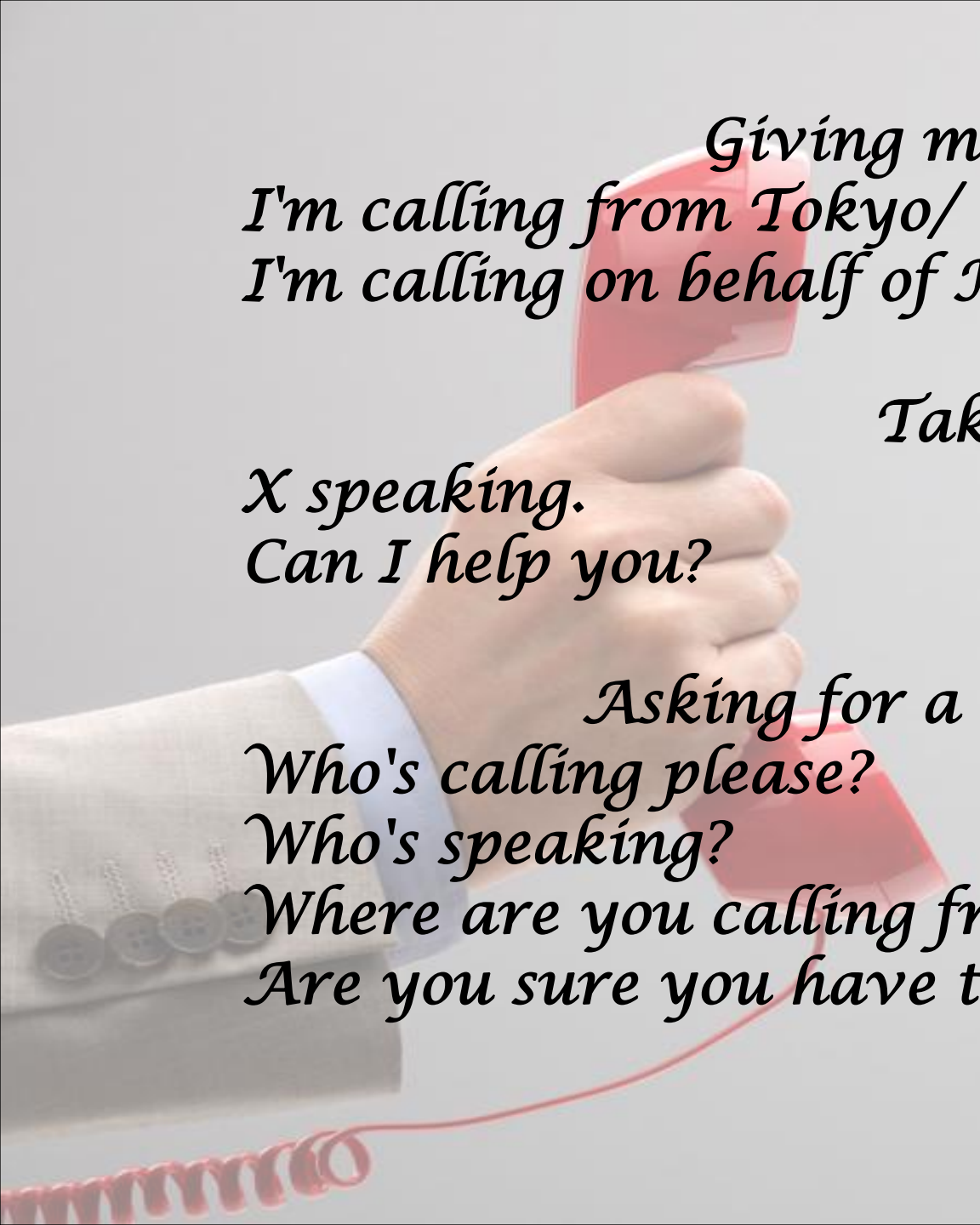
Hello / Good morning / Good afternoon ...

This is John Brown speaking

Could I speak to please?

I'd like to speak to

I'm trying to contact

A hand holding a red telephone receiver. The hand is wearing a light-colored suit sleeve with buttons. The background is a light gray gradient.

Giving more information:
I'm calling from Tokyo/ Paris/ New York/Sydney ...
I'm calling on behalf of Mr. X ...

Taking a call:

X speaking.
Can I help you?

Asking for a name /information :

Who's calling please?
Who's speaking?
Where are you calling from?
Are you sure you have the right number / name?

A hand holding a red telephone receiver. The hand is wearing a light-colored suit jacket with four buttons visible. The telephone cord is red and coiled at the bottom left.

Poll Question

Which of the following is a part of telephone etiquette?

- A. Take the call without disruption*
- B. Never chew gum, eat or drink while you're on call*
- C. Always have something available to write*
- D. All of these*

A hand holding a red telephone receiver. The hand is wearing a light-colored suit sleeve with buttons. The background is a plain, light gray.

Asking the caller to wait :

Hold the line please.

Could you hold on please?

Just a moment please.

Connecting :

Thank you for holding.

The line's free now ... I'll put you through.

I'll connect you now / I'm connecting you now.

A hand holding a red telephone receiver. The hand is wearing a light-colored suit sleeve with buttons. The telephone cord is coiled and red.

Poll Question

Which one is the correct way to greet a caller?

A. Hi this is Mr. Jones.

B. Dr. Smith's office, this is Rachel. How may I help you?

C. Ms. Williams speaking, what do you need?

D. They are all acceptable.

A hand holding a red telephone receiver, which is the background for the text.

Giving negative information :

I'm afraid the line's engaged. Could you call back later?

I'm afraid he's in a meeting at the moment.

I'm sorry. He's out of the office today. / He isn't in at the moment.

I'm afraid we don't have a Mr./Mrs./Ms/Miss. ... here

I'm sorry. There's nobody here by that name.

Sorry. I think you've dialled the wrong number./I'm afraid you've got the wrong number.

Telephone problems :

The line is very bad ... Could you speak up please?

Could you repeat that please?

I'm afraid I can't hear you.

Sorry. I didn't catch that. Could you say it again please?

A hand holding a red telephone receiver. The hand is wearing a light-colored suit jacket and a white shirt cuff. The telephone cord is red and coiled at the bottom left.

Leaving / Taking a message :

Can I leave / take a message?

Would you like to leave a message?

Could you give him/her a message?

Could you ask him/her to call me back?

Could you tell him/her that I called?

Could you give me your name please?

Sample telephonic conversation: Making a reservation

A: I'd like to reserve a hotel room.

B: That should be no problem. May I have your full name, please?

A: My name is John Sandals.

B: Hello, Mr. Sandals. My name is Michelle. What days do you need that reservation, sir?

A: I'm planning to visit New York from Friday, April 14 until Monday, April 17.

B: Our room rates recently went up. Is that okay with you, Mr. Sandals?

A: How much per night are we talking about?

B: Each night will be \$308.

A: That price is perfectly acceptable.

B: Wonderful! Do you prefer a smoking or nonsmoking room?

A: Nonsmoking, please.

B: Okay, Mr. Sandals. Your reservation is in our computer. All we need now is a phone number.

A: Certainly. My phone number is 626-555-1739.

B: Thank you, Mr. Sandals. We look forward to seeing you in New York!