

Corporate Etiquettes

Telephone Etiquette: Answering Calls, Taking Notes, Resolving
Issues, and Small Talk

(Professional communication through effective phone
handling)

**Sem-4 Professional Grooming & Personality
Development (303193252)**

Learning Objectives

By the end of this session, students will be able to:

- Define telephone etiquette and its importance.
- Describe methods of answering and managing calls professionally.
- Learn how to take notes, resolve issues, and maintain courtesy.

Topics to be Covered

1. Introduction
2. Importance
3. Answering a Call
4. Role Play Activity
5. Learning Outcome
6. Conclusion

Learning Objectives

- Understand the role and goal of small talk in phone communication.
- Demonstrate telephone professionalism through role-play exercises.

Importance of Telephone Etiquette

- Creates a positive first impression.
- Builds trust and professionalism.
- Enhances customer satisfaction and loyalty.
- Prevents misunderstandings through clear communication.
- Reflects personal and organizational image.

Answering a Call – The Right Way

Steps:

- 1. Answer promptly within 3 rings.
- 2. Greet politely and introduce yourself and your organization.
- 3. Speak clearly with a pleasant tone.
- 4. Listen actively without interrupting.
- 5. End the call with appreciation and confirmation.

Answering a Call – The Right Way

- Example:
- “Good morning! This is Priya from ABC Solutions. How may I assist you today?”

Taking Notes During Calls

- Keep a notepad and pen ready before answering.
- Write key details: name, contact number, concern, and time.
- Repeat important information for confirmation.
- End the call by summarizing the next steps.
- Effective note-taking ensures accuracy and accountability.

Resolving Issues Over the Phone

Steps to Follow:

- 1. Listen actively – Understand the customer's problem.
- 2. Empathize – Show concern and patience.
- 3. Clarify – Ask questions if needed.
- 4. Provide solutions or escalate appropriately.
- 5. Follow-up – Ensure the issue is resolved.

Resolving Issues Over the Phone

- Example:
- “I understand your concern, Mr. Sharma. Let me check and get back to you within an hour.”

Small Talk – Its Goal

Goal:

- Build connection, comfort, and trust during the call.
- Humanize professional interactions.

How to Respond:

- Keep it short and positive.
- Avoid personal or sensitive topics.
- Example: “Yes, it’s been quite a busy week here too! How about you?”

Role Play – Customer Executive & Client

Exercise:

Students perform a role play between a Customer Service Executive and a Client.

Scenario ideas:

- Product inquiry call.
- Complaint resolution.
- Appointment scheduling.
- Service feedback collection.

Assessment

- Short quiz on call handling and etiquette.
- Role-play evaluation based on clarity, tone, and professionalism.
- Reflective writing: 'My experience in handling a customer call politely.'

Engagement Strategies

- Group discussion: 'What makes a good telephone conversation?'
- Role-play demonstrations and peer feedback.
- Listening and response exercises.
- Class poll: Identify best practices in phone etiquette.

References

- 1. Carnegie, D. (1990). How to Win Friends and Influence People.
- 2. Harvard Business Review: Effective Communication Skills.
- 3. MindTools: Telephone Etiquette Techniques.
- 4. Customer Service Training Manuals, 2024.

Video Links

- Telephone Etiquette Training Video – YouTube:
- <https://www.youtube.com/watch?v=2pKXK9B5GfE>
- Professional Phone Handling Skills – YouTube:
- <https://www.youtube.com/watch?v=ZkL1p7YcKjY>

Video Links

- Effective Communication on Calls – YouTube:
- <https://www.youtube.com/watch?v=dQw4w9WgXcQ>
- Role Play: Customer Service Call – YouTube:
- <https://www.youtube.com/watch?v=9rW-dD7vCj0>

Learning Outcomes

After completing this topic, learners will be able to:

- Handle professional calls effectively and courteously.
- Record messages accurately through note-taking.
- Resolve customer concerns calmly and efficiently.
- Engage in appropriate small talk to build rapport.
- Demonstrate professional conduct in telephonic scenarios.

Thank You