

Etiquette to Be Followed During a Telephone Call

TEAM NO: 4

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Why Telephone Etiquette Matters

- Builds professional image
- Enhances communication effectiveness
- Reflects organizational culture
- Helps in maintaining relationships

Before the Call

- Prepare in Advance: Know the purpose and key points
- Set Up a Quiet Environment: Minimize background noise
- Have Necessary Documents Ready: For reference
- Test Equipment: Check phone, headset, or VoIP

Starting the Call

- Greet Professionally: “Good morning, this is [Your Name] from [Company Name].”
- Identify Yourself: Clearly state your name and department
- Ask for the Recipient’s Time: “Is this a good time to talk?”

During the Call

- Maintain a Positive Tone: Smile; it reflects in your voice
- Be Concise and Clear: Stick to the purpose
- Active Listening: Avoid interrupting, and acknowledge the other person
- Avoid Jargon: Use simple, professional language

Handling Interruptions

- Apologize briefly if necessary
- Mute yourself if there is unavoidable background noise
- Offer to call back if the discussion is disrupted

Ending the Call

- Summarize Key Points: Ensure clarity
- Express Gratitude: Thank the person for their time
- Confirm Next Steps: “I’ll send you the details by email.”
- End Professionally: Use polite closings like “Have a great day!”

Dos and Don'ts

- Dos
 - Speak clearly and confidently
 - Respect time zones and schedules
 - Use a professional voicemail greeting
- Don'ts
 - Don't multitask during the call
 - Avoid putting the caller on hold for long
 - Don't eat or chew gum during the call

Tips for Virtual/VoIP Calls

- Use a stable internet connection
- Ensure proper lighting if video is involved
- Keep your background clean and professional
- Mute yourself when not speaking

Conclusion

- Good telephone etiquette fosters professionalism and builds trust
- Small habits can leave a lasting impression
- Questions or feedback?

Thank You