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EFFECTIVE BUSINESS PHONE ETIQUETTE

1

Promptly Answer Calls

Answer the call within
three rings

2

Identify Yourself & Business

Hi, this is [Your first
name] from [Your
company]. How can I
help you?

3

Speak Clearly

Speak clearly and
confidently for reliable
connections. Avoid slang
and jargon.

4

Listen Actively

To show empathy, take notes
for efficient customer
support and problem-solving.

5

Summarize Before Call Ends

Recap main points, confirm
next steps for clarity and
alignment.

6

Polite Farewell

Show appreciation, end with
polite farewell, maintaining
professionalism throughout
the call.

