

Day 10 : Learn Corporate Telephone Etiquette

Module (10): Corporate Telephone Etiquette ke Notes

Course Overview (Is Course Mein Kya Seekhenge)

Is online course mein aap seekhenge ki jab aap phone par baat karte hain , toh aap kya bolte hain, kitna bolte hain, aur kaise bolte hain – yeh sab listener par kya impression daalta hai. Is module ke through aapko effective corporate telephonic communication ke liye important guidelines milengi.

Target Audience (Kiske Liye Hai Yeh Course)

Yeh course un college students ke liye hai jo job search kar rahe hain, working professionals, aur entrepreneurs ke liye bhi.

Course Content (Topics Covered)

Is course mein aap yeh topics cover karenge:

- **First Impression (Pehla Prabhav):** Jaise aap kisi se pehli baar milte ho, waise hi phone par bhi pehla impression bahut important hota hai.
- **Guidelines for Telephone Etiquette (Phone Par Baat Karne ke Niyam):** Phone par professional tareeke se baat karne ke liye kuch rules aur tips.
- **Do's and Don'ts of Telephone Etiquette (Kya Karein aur Kya Na Karein):** Aisi baatein jo phone par karte samay zaroor karni chahiye aur jo bilkul avoid karni chahiye.
- **Phrases for Making and Receiving Phone Calls (Phone Call Karne aur Receive Karne ke Liye Sentences):** Kuch standard phrases jo calls karte aur receive karte samay use kiye jaate hain.
- **Taking Messages and Placing a Call on Hold (Messages Lena aur Call Hold Par Rakhna):** Jab koi available na ho ya aapko koi information check karni ho toh kaise handle karen.
- **Voicemail Etiquette (Voicemail Ke Aadaab):** Voicemail messages kaise chhoden aur sunein, professional tareeke se.
- **Summary (Saaransh):** Poore course ka ek quick recap.

Course Information (Course Ki Jankari)

Yeh course 2 ghante mein complete ho jayega. Ismein self-learning material slides ke roop mein hai. Course ke end mein assessment bhi hai , jo certificate ke liye compulsory hai.

Objectives (Uddeshya)

Is course ke end tak, aap yeh sab seekh jayenge:

- Professional tareeke se calls attend karna aur karna. (You'll learn how to handle incoming and make outgoing calls professionally.)
- Ek accha first impression banana. (How to create a great first impression over the phone.)
- Good telephone etiquette follow karna. (To follow proper phone manners.)

- Appropriate phrases aur expressions use karna. (To use the right words and expressions.)
- Phone par clarity se bolna. (To speak clearly on the phone, so others understand you well.)
- Dusron ke liye messages lena, calls ko hold par rakhna ya call-back arrange karna. (How to take messages, put calls on hold, or arrange for someone to call back.)
- Voicemail messages lena ya dena. (How to record and listen to voicemail messages.)
- Negative expressions ko avoid karna. (To steer clear of negative language.)

(Image on Page 2: Ek target board hai jispar teen teen (arrows) seedhe bullseye par lage hue hain. Yeh darshata hai ki course ke uddeshya (objectives) kitne focused aur achieve karne layak hain.)

How to Create First Impression (Pehla Prabhav Kaise Banayein)

Yeh mana jata hai ki aapka pehla impression aapko aur aapke kaam ko darshata hai. Yeh ek art hai jisse aap strong customer relationships bana sakte hain.

Achha First Impression Kaise Chhodein: Remember APEND.

- **A - Be Alert (Savdhaan Rahein):** Jaise hi phone bajta hai, turant call uthane ke liye taiyaar raho. Dhyan se suno kya bola ja raha hai.
- **P - Be Pleasant (Khushmizaaj Rahein):** Phone par bhi smile karo! Aapki awaaz mein positivity aur friendliness jhalakni chahiye.
- **E - Be Expressive (Bhaavpurn Rahein):** Sirf words nahi, aapki tone, pitch, aur awaaz mein confidence aur clarity honi chahiye. Apni baat ko clear aur acche se samjhao.
- **N - Be Natural (Svabhavik Rahein):** Apni natural voice aur style mein baat karo. Acting ya artificial sound karne ki zaroorat nahi.
- **D - Be Distinctive (Alaida Rahein):** Ek unique aur professional identity banao. Kuch aisa jo aapko baaki sab se alag banaye.

Do's of Telephone Etiquette (Telephone Etiquette ke Kya Karein)

Jab aap phone par ho, toh yeh baatein zaroor karein:

- Call shuru hote hi caller ko apna naam batayein. (Caller ko pata chalna chahiye ki woh kisse baat kar raha hai.)
- Call ko 2 rings ke andar uthayein, aur smile ke saath answer karein. (Jaldi phone uthane se professionalism dikhti hai, aur smile se awaaz mein warmth aati hai.)
- Caller ko sahi information dekar ya sahi person/department ko call transfer karke help karein. (Agar aap help nahi kar sakte, toh sahi disha mein guide karein.)
- Caller ke prati courteous (polite) aur respectful rahein. (Hamesha izzat se baat karein, chahe caller kaisa bhi ho.)
- Considerate phrases ka use karein (jaise "Aapki kya madad kar sakta hoon?"). (Aise shabd use karein jo caller ko accha feel karwaye.)

- Jitna ho sake utna helpful banein. (Caller ki problem ko solve karne ki poori koshish karein.)
- Call ka purpose zaroor poochein. (Call karne ka reason janna zaroori hai, taaki aap sahi help kar saken.)
- Call ko poori importance dein. (Call ke beech mein doosre kaam na karein, caller ko lage ki woh important hai.)
- Call ko hold par rakhne se pehle permission zaroor lein. (Bina pooche hold par rakhna rude hota hai.)
- Caller ke queries ko acknowledge karein (sunne ka ehssaas dilayein). (Caller ki baat sunne ke baad, "Haan, theek hai," ya "Main samajh gaya" jaise phrases use karein.)
- Call transfer karein, agar zaroorat ho. (Agar aapki team ka koi aur member better help kar sakta hai, toh call transfer karein.)
- Message lete samay caller ka naam aur number zaroor poochein. (Jab kisi aur ke liye message le rahe ho, toh yeh details bahut zaroori hain.)

(Image on Page 4 & 5: Ek yellow smiley face emoji hai jiska ek haath thumbs up kar raha hai aur doosra haath phone pakde hue hai. Yeh positive aur helpful attitude ko darshata hai.)

Don'ts of Telephone Etiquette (Telephone Etiquette ke Kya Na Karein)

Yeh cheezein phone call par bilkul avoid karein:

- **Bluff na karein (jhooth na bolein):** Jo information aapko nahi pata, uske baare mein jhooth na bolein. Seedha bol dein ki aapko check karna padega.
- **Negative baat na karein:** Negative words ya phrases use karne se bachien. Hamesha positive aur solution-oriented baat karein.
- **Thake hue ya bor sound na karein:** Aapki awaaz se yeh nahi lagna chahiye ki aap thake hue ho ya caller se baat karne mein interested nahi ho.
- **Impatient aur rude na banein:** Caller kitna bhi annoying ho, aapko patience rakhna hai aur rude nahi hona hai.
- **Caller ko zyada der tak hold par na rakhein:** Agar zyada time lag raha hai, toh unhe update karte rahein ya call back offer karein.
- **Jab call uthayein toh kisi aur se baat na karein:** Call par hote hue doosre logon se personal ya office ki baatein na karein.
- **Muh mein kuch bhara ho toh baat na karein:** Khate ya peete hue phone par baat karna unprofessional lagta hai.
- **Call ko loudspeaker mode par na rakhein:** Jab tak bahut zaroori na ho aur aapne permission na li ho.
- **Caller se argue na karein:** Arguments se baat bigadti hai, na ki sulajhti hai.
- **Slang words ka use na karein:** Professional calls mein "yaar," "bro," "dude" jaise words use na karein.
- **Call ko theek se end karna na bhoolein:** Call katne se pehle proper closing phrases use karein.

(Image on Page 6 & 7: Ek yellow smiley face emoji hai jiska ek haath thumbs down kar raha hai aur doosra haath phone pakde hue hai. Yeh negative actions aur galat behaviour ko darshata hai.)

Phrases for Making Phone Calls (Phone Call Karne ke Liye Phrases)

I) Introductory Phrases (Shuruati Phrases)

Jab aap kisi ko call karte hain, toh shuruat kaise karein:

Formal Phrases (Aupcharik Phrases):

Yeh phrases tab use karein jab aap kisi professional ya new contact se baat kar rahe ho.

- "Hello!" (Ek basic aur polite shuruat.)
- "Good morning/afternoon/evening." (Call ke time ke hisaab se greet karein.)
- "This is [आपका नाम] speaking." (Apna naam batana zaroori hai.)
- "Is this [organization ka naam]?" (Confirm karne ke liye ki aapne sahi jagah call kiya hai.)
- "Could I speak to Mr./Ms. [concerned person ka pura naam]?" (Politely poochne ke liye ki aapko kisse baat karni hai.)
- "I would like to speak to Mr./Ms. [concerned person ka pura naam]." (Ye bhi polite tarika hai.)
- "Could you connect me to Mr./Ms. [concerned person ka pura naam] please?" (Agar aapko pata hai ki woh available hain aur aapko unse connect hona hai.)

Informal Phrases (Anaupcharik Phrases):

Yeh phrases tab use karein jab aap apne known circles, jaise friends ya close colleagues, se baat kar rahe ho.

- "Hi!" (Casual greeting.)
- "It's [caller ka naam]." (Apna naam casual tareeke se batane ke liye.)
- "I'm actually trying to get connected to [concerned person ka naam]." (Jab aap kisi specific person se baat karna chahte ho.)
- "I want to talk to [concerned person ka naam]." (Thoda direct, but informal.)
- "Is [concerned person ka naam] around?" (Poochhne ke liye ki kya woh person available hai.)

(Image on Page 8: Ek formal suit pehna hua aadmi phone par baat kar raha hai. Yeh formal communication ko darshata hai.)

(Image on Page 9: Ek casual t-shirt pehna hua aadmi phone par baat kar raha hai. Yeh informal communication ko darshata hai.)

II) Leaving Messages for an Unavailable Person (Jab Koi Na Mile Toh Message Chhodne ke Liye)

Jab jisse aap baat karna chahte ho, woh available na ho, toh message kaise chhoden:

Formal Phrases:

- "May I leave a message for Mr./Ms. [concerned person ka pura naam]?" (Politely permission lene ke liye.)
- "Could you please ask Mr./Ms. [concerned person ka pura naam] to call me back?" (Request karne ke liye call back ka.)
- "Could you convey to him/her that I phoned?" (Batane ke liye ki aapne call kiya tha.)
- "Okay. Thank you." (Jab aapko message chhodne ki zaroorat na ho ya information mil gayi ho.)
- "Alright I will call him/her myself, later." (Jab aap khud baad mein call karne ka decide karein.)

(Image on Page 10: Ek formal suit pehna hua aadmi phone par baat kar raha hai, jo message chhodne ki formal situation ko represent karta hai.)

III) Dealing with Connection Errors (Connection Ki Problem Hone Par)

Agar phone line clear nahi hai ya awaaz theek se nahi aa rahi:

Formal Phrases:

- "I'm sorry, the line is breaking up. Could you repeat that please?" (Politely repeat karne ke liye kehna.)
- "I'm afraid, the voice is cracking. Could I call you back?" (Agar connection bahut kharab hai toh call back karne ka offer.)
- "Excuse me, could you speak a little louder, please?" (Agar awaaz dheemi hai toh louder bolne ke liye request.)
- "Sorry Sir/Madam, I couldn't understand you well. Request you to please repeat." (Jab baat samajh na aayi ho toh politely repeat karne ke liye kehna.)

(Image on Page 12: Ek formal suit pehna hua aadmi phone par baat kar raha hai, connection issue ki formal situation ko darshata hai.)

Informal Phrases:

- "The line is very bad. Call later?" (Casual tarike se call disconnect karke baad mein call karne ke liye kehna.)
- "Why is your voice cracking?" (Directly connection issue puchhna.)
- "I don't understand what you are saying. Call me back." (Seedha bolna ki samajh nahi aaya aur call back karne ko kehna.)
- "Speak louder, will you?" (Thoda direct way mein louder bolne ko kehna.)
- "I didn't listen well." (Casual tarike se batana ki sunai nahi diya.)

(Image on Page 13: Ek casual t-shirt pehna hua aadmi phone par baat kar raha hai, connection issue ki informal situation ko darshata hai.)

IV) Closing the Call (Call Khatam Karte Samay)

Call ko polite aur professional tareeke se end kaise karein:

Formal Phrases:

- "Thank you for your help." (Madad ke liye dhanyawad.)
- "Thank you for assisting me." (Assistance ke liye dhanyawad.)
- "Thank you for your time and patience." (Unke time aur patience ke liye dhanyawad.)
- "Have a great day ahead." (Ek accha din ki shubhkamnayein.)
- "Have a nice day." (Accha din ho.)
- "Have a good day." (Accha din ho.)
- "Goodbye!" (Formal विदाय.)

(Image on Page 14: Ek formal suit pehna hua aadmi phone par baat kar raha hai, call end karne ki formal situation ko darshata hai.)

Informal Phrases:

- "Bye/Bye-bye!" (Casual विदाय.)
- "Thanks!" (Casual dhanyawad.)
- "Talk later." (Baad mein baat karne ka hint.)
- "Nice that you helped." (Madad ke liye appreciation.)
- "Ciao!" (Italian origin ka casual bye.)

(Image on Page 15: Ek casual t-shirt pehna hua aadmi phone par baat kar raha hai, call end karne ki informal situation ko darshata hai.)

Phrases for Receiving Phone Calls (Phone Call Receive Karne ke Liye Phrases)

Jab aap call receive karte hain, toh kaise baat karein:

I) Answering the Call (Call Uthane Par)

Call uthate hi kaise greet karein:

Formal Phrases:

- "Hello! This is ABC Ltd. [आपका नाम]. How may I help you?" (Professional tareeke se company aur apna naam batate hue help offer karna.)
- "Good morning/afternoon/evening. Welcome to ABC Ltd. This is [receiver ka naam]. How may I help you?" (Detailed aur polite greeting.)

(Image on Page 16: Ek casual t-shirt pehna hua aadmi phone par baat kar raha hai, jo call receive karne ki situation ko darshata hai.)

Informal Phrases:

- "Hi! This is [receiver's name]. How can I help you?" (Casual greeting aur help offer karna.)

- "Hey! This is [receiver's name] from ABC. How can I help you?" (Thoda aur casual tareeka.)

(Image on Page 17: Ek casual t-shirt pehna hua aadmi phone par baat kar raha hai, jo call receive karne ki informal situation ko darshata hai.)

II) Asking the Name of the Caller (Caller Ka Naam Puchhne Ke Liye)

Agar aapko caller ka naam nahi pata:

Formal Phrases:

- "May I know who is calling please?" (Politely naam poochhna.)
- "May I ask with whom I am speaking to?" (Ek aur polite tarika naam poochhne ka.)
- "Could I know your name please?" (Direct, but polite.)
- "May I ask your name please?" (Formal aur polite.)

(Image on Page 18: Ek formal suit pehna hua aadmi phone par baat kar raha hai, jo formal naam poochhne ki situation ko darshata hai.)

Informal Phrases:

- "Who's calling?" (Casual naam poochhna.)
- "Who's on the line?" (Line par kaun hai.)
- "Who's it?" (Bahut casual.)
- "What's your name?" (Direct naam poochhna.)
- "Can I have your name?" (Thoda less formal request.)

(Image on Page 19: Ek casual t-shirt pehna hua aadmi phone par baat kar raha hai, jo informal naam poochhne ki situation ko darshata hai.)

III) Asking the Caller to Hold the Line (Caller Ko Hold Par Rakhne Ke Liye)

Jab aapko caller ko hold par rakhna ho:

Formal Phrases:

- "If you permit, may I put your call on hold?" (Permission lene ka bahut polite tarika.)
- "Could you hold on for a moment please?" (Polite request.)
- "Be on the line for a moment." (Ek minute ke liye wait karne ko kehna.)
- "I believe you won't mind if I put you on hold for a moment?" (Pochhna ki unhe bura toh nahi lagega.)
- "Do you mind being on hold while I check the details?" (Details check karne ke liye permission.)
- "Please be on the line while I check the details for you." (Politely hold par rehne ko kehna.)

(Image on Page 20: Ek formal suit pehna hua aadmi phone par baat kar raha hai, jo formal hold request ko darshata hai.)

Informal Phrases:

- "Hang on. I'm checking the details." (Casual tarike se hold par rehne ko kehna.)
- "Hold the line." (Short aur casual.)
- "Wait a second! I'll see the details." (Jaldi check karne ka hint.)
- "Okay, hold a moment." (Casual "theek hai, wait karo".)
- "Be there, I'm checking the details." (Casual "ruko, main check kar raha hoon".)

(Image on Page 21: Ek casual t-shirt pehna hua aadmi phone par baat kar raha hai, jo informal hold request ko darshata hai.)

IV) Responding to the Caller (Caller Ko Jawab Dene Ke Liye)

Caller ke sawalon ka jawab dete samay:

Formal Phrases:

- "With pleasure, let me check." (Khushi se help karne ki offer.)
- "Excuse Sir/Madam, let me confirm." (Politely confirm karne ki baat kehna.)
- "Kindly give me a minute to verify." (Ek minute mangna verify karne ke liye.)
- "Somewhere, Sir/Madam, I'll check and revert back to you." (Agar aapko turant answer nahi pata toh check karke wapas aane ka kehna.)

(Image on Page 22: Ek formal suit pehna hua aadmi phone par baat kar raha hai, jo formal response ko darshata hai.)

Informal Phrases:

- "Okay, I'll tell you." (Casual "theek hai, main batata hoon".)
- "I think I can help you." (Madad karne ka vishwas dikhana.)
- "I'll have an answer soon." (Jaldi answer milne ka hint.)
- "Just give me a minute, I can help you." (Ek minute mangna help karne ke liye.)

(Image on Page 23: Ek casual t-shirt pehna hua aadmi phone par baat kar raha hai, jo informal response ko darshata hai.)

V) Closing the Call (Call Khatam Karte Samay)

Call ko professional tareeke se end karna:

Formal Phrases:

- "Is there anything else I can help you with Sir/Madam?" (Poochhna ki aur koi help chahiye?)
- "Do you want me to help you with something else?" (Aur kuch madad chahiye?)
- "Do you need further assistance Sir/Madam?" (Aage aur assistance ki zaroorat hai?)
- "I do hope, I have answered your queries." (Umeed karna ki sab sawalon ka jawab mil gaya.)

- "Thank you for calling ABC Ltd." (Company ko call karne ke liye dhanyawad.)
- "It was nice talking to you." (Baat karke accha laga.)
- "Have a great day!" (Ek accha din ki shubhkamnayein.)

(Image on Page 24: Ek formal suit pehna hua aadmi phone par baat kar raha hai, jo formal call closing ko darshata hai.)

Informal Phrases:

- "Anything else, Sir/Madam?" (Casual "aur kuch chahiye?")
- "Do you want to know more?" (Aur janna hai?)
- "I'll take a look and get back." (Casual "main check karke wapas batata hoon".)
- "Thanks for your call." (Call ke liye dhanyawad.)
- "Cheers!" (Casual বিদায়.)

(Image on Page 25: Ek casual t-shirt pehna hua aadmi phone par baat kar raha hai, jo informal call closing ko darshata hai.)

Taking Messages (Messages Lena)

Messages lena ek art hai aur ise accuracy ke saath karna chahiye.

Here are some tips on how a telephone message should be taken:

- **Take notes on paper (Paper par notes lein):** Hamesha ek notebook ya rough paper ready rakhein, taaki koi bhi information miss na ho.
- **Keep your stationery ready (Apni stationery taiyaar rakhein):** Pen ya pencil hamesha paas honi chahiye, specially jab aap office calls handle kar rahe ho.
- **Jot down important information (Important information likh lein):** Caller ka naam, number, date, time, aur message ka main point zaroor likhein. Yeh basic details hain jo har message mein honi chahiye.
- **With initials (Initials ke saath):** Agar zaroori ho toh apne initials bhi dal dein message ke neeche, taaki pata chale kisne message liya hai.
- **Verify the details of the contact person (Contact person ki details verify karein):** Jiske liye message hai, uski spelling aur designation confirm kar lein.
- **Repeat the entire message for confirmation (Poora message repeat karein confirmation ke liye):** Caller se message repeat karwa kar confirm karein ki aapne sahi likha hai. Isse mistakes avoid hoti hain.
- **Note the urgency of the message (Message ki urgency note karein):** Kya yeh urgent hai aur turant action lena hai, ya routine hai? Isse priority set hoti hai.
- **Put your initials at the bottom of the message (Message ke bottom par apne initials daalein):** Taki pata chal sake kisne message liya hai aur kaun responsible hai.

(Image on Page 26: Ek notebook aur pencil ki illustration hai, jo notes lene ki importance ko highlight karta hai.)

(Image on Page 27: Do log phone par baat kar rahe hain, ek male aur ek female. Yeh office setting mein communication ko darshata hai.)

(Image on Page 28: Ek message sample ka image hai, jismein date, time, sender, receiver, aur message content likha hua hai. Yeh batata hai ki ek proper message format kaisa hota hai.)

Placing the Call on Hold (Call Ko Hold Par Rakhna)

Do's of Placing the Call on Hold (Call Ko Hold Par Rakhne ke Kya Karein)

- **Seek permission before placing the call on hold (Call hold par rakhne se pehle permission lein):** Hamesha caller se poochhein, jaise "May I put you on hold for a moment?".
- **Give them a valid reason for placing the call on hold (Hold par rakhne ka valid reason dein):** Unhe batayein ki aap hold par kyun rakh rahe ho, jaise "I need to check something for you".
- **Tell them how much time you will take to return to the call (Batayein kitni der mein call par wapas aayenge):** Ek approximate time bata dein, jaise "I'll be back in a minute".
- **If required, ask for more time to look up for information (Agar zaroorat ho toh aur time mangein):** Agar zyada time lag raha hai, toh politely aur time mangein aur caller ko update karein.
- **Offer to re-route the call for waiting (Waiting ke liye call re-route karne ka offer karein):** Agar hold time zyada ho toh unhe kisi aur department ya colleague ko transfer karne ka offer karein.
- **Offer to call back later to get the information (Information milne ke baad call back karne ka offer karein):** Agar information collect karne mein time lag raha hai, toh call back karne ka offer karein.

(Image on Page 29: Ek yellow smiley face emoji hai jiska ek haath thumbs up kar raha hai aur doosra haath phone pakde hue hai. Yeh positive approach ko darshata hai jab call hold par rakha ja raha hai.)

Don'ts of Placing the Call on Hold (Call Ko Hold Par Rakhne ke Kya Na Karein)

- **Don't place the caller on hold without permission (Caller ko bina permission ke hold par na rakhein):** Bina pooche hold par rakhna rude hota hai aur unprofessional lagta hai.
- **Don't leave the caller on hold for more than a minute (Caller ko ek minute se zyada hold par na chhoden):** Caller impatient ho sakte hain. Ideally, 45 seconds se zyada nahi.
- **Don't place the call on hold frequently (Call ko baar baar hold par na rakhein):** Har chhoti baat ke liye hold par rakhna unprofessional lag sakta hai.
- **Don't ask the caller to call you back (Caller ko aapko wapas call karne ke liye na bolein):** Jab tak bahut zaroori na ho, aapko hi solution provide karna chahiye.
- **Don't be harsh or rude to the caller (Caller ke prati harsh ya rude na banein):** Hamesha polite aur respectful rahein, chahe kitni bhi mushkil situation ho.

(Image on Page 30: Ek yellow smiley face emoji hai jiska ek haath thumbs down kar raha hai aur doosra haath phone pakde hue hai. Yeh negative actions ko darshata hai jab call hold par rakha ja raha hai.)

Voicemail Etiquette (Voicemail Ke Aadaab)

What is Voicemail? (Voicemail Kya Hai?)

Voicemails incoming aur outgoing voice messages ki digital recordings hoti hain. Voicemail system caller ko message convey karne deta hai jab jisko call kiya hai woh available na ho.

Features of Voicemail (Voicemail Ki Khaasiyatein):

- Messages multiple callers se liye ja sakte hain. (Ek hi baar mein bahut saare logon ke messages store ho sakte hain.)
- Message from the called person conveyed in each person who calls. (Jo person call karta hai, use bataya jata hai ki aap available nahi hain aur message chhod sakte hain.)
- Messages ek lambe samay tak store ho sakte hain. (Messages system mein save rehte hain.)
- Messages externally (local) or network (cloud storage) par store kiye ja sakte hain. (Aap apne phone ya kisi online server par messages save kar sakte ho.)

(Image on Page 31: Ek envelope ki illustration hai jiske andar ek cassette tape ka icon hai, jo voicemail ke concept ko darshata hai.)

Voicemail Greetings (Voicemail Greetings Kaise Set Karein):

Ek appropriate voicemail greeting set karna bahut important hai. Proper voicemail greeting set karte samay yeh baatein dhyan mein rakhein:

Caller While Info (Caller ke liye information): (Jab aap voicemail receive kar rahe ho)

- **Mention your name along with the organization's name (Apna naam aur organization ka naam zaroor batayein):** Clear karo ki call kisne pick kiya hai.
- **State the purpose of the call (Call ka uddeshya batayein):** Caller ko pata hona chahiye ki aap available nahi ho aur woh kya expect kare.
- **Mention if a return call is needed (Batayein ki kya aapko return call chahiye):** Agar aap baad mein call back karna chahte ho toh mention karein.
- **Be formal and speak slowly (Formal rahein aur dheere bolein):** Professional tone rakhein aur clear bolen.

Called While Info (Jab aap message chhod rahe ho): (Jab aap kisi ko voicemail chhod rahe ho)

- **Mention your name along with the organization's name (Apna naam aur organization ka naam zaroor batayein):** Pata chale message kisne chhodha hai.
- **Give a valid reason if the person is unavailable/busy/overseas (Agar woh person available nahi hai toh valid reason dein):** Jaise "Main meeting mein hoon" ya "Main office se bahar hoon".
- **Share your availability (Apni availability batayein):** Batayein ki aap kab available hoge call back karne ke liye.
- **Be professional and concise (Professional aur to the point rahein):** Message brief aur clear hona chahiye.

(Image on Page 32: Do sections hain - 'Caller While Info' (green box) aur 'Called While Info' (orange box) - jo voicemail greetings ke liye important points batate hain.)

Examples of Appropriate Incoming Voicemail (Incoming Voicemail ke Examples):

- "Hello! This is [your name] from [your organization's name]. I am currently unavailable and will be coming back by [date]. I would not have access to my voicemail during this time but you can write to me at [email id]. In case of urgency, you may contact my colleague [colleague's name] at [colleague's contact detail]."

(Image on Page 33: Ek desk phone ki illustration hai jiske upar Wi-Fi signal jaisa icon hai, jo voicemail reception ko darshata hai.)

Samples of Appropriate Outgoing Voicemail (Outgoing Voicemail ke Samples):

- "Hello. You have reached the voicemail of [your name]. I'm currently unavailable and will be coming back by [date]. I would not have access to my voicemail during this time but you can write to me at [email id]. In case of urgency, you may contact my colleague [colleague's name] at [colleague's contact detail]."
- "Request you, to please leave your message after the beep with your name, organization's name and contact details and I will surely reach you, once I return. Thank you."

(Image on Page 34: Ek desk phone ki illustration hai jiske upar Wi-Fi signal jaisa icon hai, jo voicemail outgoing ko darshata hai.)

Do's of Voicemail:

- **Leave a polite and professional message (Polite aur professional message chhodien):** Aapka message respectful aur clear hona chahiye.
- **Leave a clear and understandable message (Clear aur samajhne योग्या message chhodien):** Awaaz clear ho aur words saaf sunai dein.
- **Leave your contact details (phone and email) at the beginning and at the end of your message (Apne contact details shuru aur end mein zaroor dein):** Caller ko aasani se aap tak pahunchne mein madad milegi.
- **Call back at the given address as soon as possible (Diye gaye address par jaldi se jaldi call back karein):** Promptness dikhani chahiye.
- **Limit your message to 60-90 words (Apne message ko 60-90 words tak simit rakhein):** Voicemails short aur to the point hone chahiye.
- **Check your voicemails in a day (Apni voicemails din mein ek baar zaroor check karein):** Important messages miss na ho isliye regular check karna zaroori hai.

(Image on Page 35: Ek yellow smiley face emoji hai jiska ek haath thumbs up kar raha hai aur doosra haath phone pakde hue hai. Yeh voicemail etiquette ke positive actions ko darshata hai.)

Don'ts of Voicemail:

- **Don't create any unprofessional background music (Unprofessional background music na lagayein):** Voicemail mein funky ya loud music nahi hona chahiye.

- **Don't talk to others while leaving a message (Message chhodte samay dusron se baat na karein):** Isse message clear nahi hoga.
- **Don't mention deadlines for a call back (Call back ke liye deadlines na dein):** Agar aap uncertain ho ki aap kab call back kar paoge.
- **Don't forget to leave your contact details for a call back (Call back ke liye apne contact details chhodna na bhoolein):** Agar aap call back chahte ho, toh apna number zaroor dein.

(Image on Page 36: Ek yellow smiley face emoji hai jiska ek haath thumbs down kar raha hai aur doosra haath phone pakde hue hai. Yeh voicemail etiquette ke negative actions ko darshata hai.)

Guidelines for Telephone Etiquette (Telephone Etiquette ke Liye Guidelines)

Yeh kuch essential guidelines hain phone par baat karte samay:

- **Answer the phone promptly (Phone turant uthayein):** Call ko 2-3 rings ke andar uthana chahiye.
- **Identify your organization and yourself (Apni organization aur khud ko identify karein):** Jaise hi phone uthayein, company ka naam aur apna naam zaroor batayein.
- **Show your genuine interest in the call (Call mein apni genuine ruchi dikhayein):** Caller ki baat mein interest dikhayein, usse lage ki aap uski help karna chahte ho.
- **Address callers professionally (Callers ko professional tareeke se sambhalein):** Hamesha polite aur respectful tone rakhein.
- **Speak directly into the receiver (Receiver mein seedhe bolein):** Phone ko apne muh ke kareeb rakhein takki awaaz clear jaye. About an inch away is good.
- **Listen patiently (Dheere se sunein):** Caller ki poori baat sunein bina interrupt kiye.

(Image on Page 37: Ek yellow smiley face emoji hai jiska ek haath thumbs up kar raha hai aur doosra haath phone pakde hue hai. Yeh good telephone etiquette guidelines ko darshata hai.)

Telephone Courtesies (Telephone Shishtachar)

Yeh basic courtesies hain jo phone par baat karte samay follow karni chahiye:

- **Speak with enthusiasm (Utsah ke saath bolein):** Aapki awaaz energetic honi chahiye.
- **Use the caller's name if she/he is a known person (Agar caller ko jante hain toh uska naam use karein):** Naam lekar baat karne se personal touch aata hai.
- **Be soft and polite (Narm aur nishtha se bolein):** Rough ya rude na bolein.
- **Avoid chewing gum while talking (Baat karte samay chewing gum chabana avoid karein):** Isse awaaz clear nahi aati.
- **Avoid putting the caller on hold unnecessarily (Bina wajah caller ko hold par na rakhein):** Jab tak bahut zaroori na ho.
- **End the conversation with a positive note (Baat ko positive note par khatam karein):** Goodbye bolte samay bhi positive vibes honi chahiye.

- **Hang up only after the caller hangs up (Caller ke phone rakhne ke baad hi aap phone rakhein):** Ye ek courteous practice hai.

(Image on Page 38: Ek desk phone ki illustration hai jiske upar "Hello!" likha hua speech bubble hai, jo phone courtesies ko darshata hai.)

Quiz (Kuch Sawal)

Yahan kuch questions hain jo course content se related hain, TCS iON Young Professional course mein aksar pooche jaate hain:

- **While answering, introduce yourself by saying your name and ____.**
 - The name of the organization (Sahi Jawab! Always mention your organization for professionalism.)
 - Hello
 - Who is it?
- **Why is greeting, while answering the phone, important?**
 - It creates a good impression (Sahi Jawab! Pehla impression bahut important hota hai.)
 - It conveys that you are cheerful
 - It conveys your politeness
- **For a good voice, what is significant?**
 - Tone
 - Volume
 - Pitch of speech
 - All of the above (Sahi Jawab! Ek achhi awaaz ke liye sab kuch important hai.)
- **What phrase would you use when you need to put a call on hold?**
 - "Sorry for keeping you waiting!"
 - "Ask for permission: 'Is it okay to put you on hold?'" (Sahi Jawab! Hamesha permission lena zaroori hai.)
 - "Hold for a minute!"
- **What phrases would you use when you un-hold the caller?**
 - "Sorry for keeping you on hold" (Sahi Jawab! Waiting ke liye apologize karna polite hai.)
 - "Sorry for the inconvenience"
 - "Thanks"
- **Who do you think should end the call first?**
 - The caller (Sahi Jawab! Caller ko pehle phone rakhne dena ek courtesy hai.)

- The receiver
 - Anyone, it's not very important
 - **What is important while leaving a message in voice-mail?**
 - Date and time
 - Message urgency (Sahi Jawab! Message kitna urgent hai, yeh batana zaroori hai.)
 - Call back message
 - None of the above
 - **If in the middle of the conversation with a co-worker your phone rings, what would you say?**
 - Ask the caller to leave their number and give them a call back
 - Ask your co-worker to wait for sometime till you finish the call (Sahi Jawab! Pehle jisse baat kar rahe ho, unhe priority do.)
 - Answer the phone and ask the caller to hold the line
 - **What words should we avoid using while on the call?**
 - Negative words
 - Slang
 - Technical words and jargon
 - All of the above (Sahi Jawab! Professional calls mein yeh sab avoid karna chahiye.)
 - **The phone should be kept at _____ from the receiver's mouth.**
 - About an inch away (Sahi Jawab! Isse awaaz clear aati hai.)
 - Very close to the mouth
 - Doesn't make much difference
 - **Don't keep the caller on hold for more than _____.**
 - One minute
 - 30 seconds
 - 45 seconds (Sahi Jawab! 45 seconds se zyada hold par nahi rakhna chahiye.)
 - 5 seconds
-

Summary (Saaransh)

Is module mein aapne seekha:

- Call par clearly baat karna. (To speak clearly on calls.)
- Positive conversation mein engage hona. (To engage in positive conversations.)
- Call ko important banana. (To treat every call with importance.)
- Apni awaaz mein hamesha enthusiasm rakhna. (Always sound enthusiastic.)
- Caller ko patience ke saath sunna. (Listen to the caller patiently.)
- Courteous aur polite rehna. (Be courteous and polite.)
- Phone ko 2-3 rings ke andar uthana. (Answer the phone promptly.)
- Call ko hold par rakhne se pehle permission lena. (Always ask permission before placing a call on hold.)
- Never sound harsh and uninterested. (Never sound rude or uninterested.)
- Avoid shouting. (Don't shout over the phone.)
- Avoid talking to others while taking the call. (Don't multitask while on a call.)
- Never speak with slang. (Avoid using slang words.)
- Don't forget to take complete messages for others. (Ensure all necessary details are noted when taking messages.)
- Don't forget to leave your contact details in voice messages. (Always provide contact details in voicemails.)
- Don't give the caller an unimportant look. (Treat every caller with importance.)
- Avoid disconnecting the call first. (Let the caller hang up first.)

(Image on Page 50 & 51: Ek notebook aur pencil ki illustration hai, jo summary points ko note karne ka symbol hai.)

Case Study: "The Professional Pivot: From Fumbling Calls to Flawless Communication"

Characters:

- **Rohan:** A bright but somewhat unpolished college student, interning at "Tech Solutions Pvt. Ltd."
- **Ms. Sharma:** Rohan's mentor at Tech Solutions, Head of Client Relations.
- **Mr. Verma:** A potential new client for Tech Solutions.
- **Anjali:** Rohan's colleague.

Setting: Tech Solutions Pvt. Ltd. busy client relations department.

Rohan, ek enthusiastic college intern, Tech Solutions mein apni pehli internship shuru kar raha tha. Use telephone handling ki zimmedari bhi mili thi. Shuruat mein, Rohan thoda awkward tha, aur uski calls aksar professional nahi lagti thi.

The Initial Struggles (Shuruati Mushkilein):

Ek din, Rohan ko Mr. Verma ka call aaya, jo ek bade potential client the. Rohan ne call pick karte hi jaldi se "Hello, kaun?" bol diya. Usne apni company ya apna naam mention nahi kiya. Mr. Verma ko thoda ajeeb laga. Jab Mr. Verma ne apna naam bataya aur kaha ki woh Ms. Sharma se baat karna chahte hain, toh Rohan ne unhe bina pooche hold par rakh diya, aur do minute tak koi update nahi diya. Rohan ko lagta tha ki yeh chhoti baatein hain, but woh janta nahi tha ki **first impression** kitna matter karta hai. Ms. Sharma ne baad mein Rohan ko bataya ki Mr. Verma ne is baat ka zikr kiya ki call "professional" nahi laga. Rohan ko samajh aa gaya ki uski **"A" - Alertness** aur **"P" - Pleasantness** missing thi.

Learning the "Do's and Don'ts" (Kya Karein Aur Kya Na Karein Seekhna):

Ms. Sharma ne Rohan ko "Corporate Telephone Etiquette" module diya aur use dhyan se padhne ko kaha. Rohan ne seekha ki use **2 rings ke andar call uthani chahiye** aur **smile ke saath answer karna chahiye**. Use yeh bhi samajh aaya ki **caller ko bina permission ke hold par nahi rakhna chahiye** aur **ek minute se zyada hold nahi karna chahiye**. Usne pehli baar jana ki **"slang words"** jaise "theek hai, boss" ya "chalega" professional calls mein use nahi karne chahiye. Usne yeh bhi seekha ki **call ke beech mein khana ya chabana nahi chahiye** aur **loudspeaker par baat nahi karni chahiye**. Rohan ne realised kiya ki use **"E" - Expressive** aur **"N" - Natural** rehna hai, but **"D" - Distinctive** bhi banna hai apne professionalism se.

Mastering the Phrases (Phrases Mein Maharat):

Ab Rohan ne phone par baat karne ke liye sahi **phrases** ka use karna shuru kiya. Jab woh call karta tha, toh usne "Hello! This is Rohan speaking from Tech Solutions Pvt. Ltd. Could I speak to Ms. Sharma please?" jaise formal phrases use karna shuru kiya. Jab woh call receive karta, toh "Good morning, Tech Solutions, Rohan speaking. How may I help you?" bolta. Agar use kisi ko hold par rakhna hota, toh woh polite tareeke se kehta, "Could you please hold for a moment while I check that for you?" aur **valid reason** bhi deta. Jab call katni hoti, toh Rohan hamesha "Thank you for your call, have a great day!" kehkar **positive note** par end karta. Usne yeh bhi seekha ki hamesha **caller ko pehle hang up karne dena chahiye**.

Taking Messages and Handling Voicemail (Messages Lena Aur Voicemail Sambhalna):

Ek din, Ms. Sharma meeting mein thi aur unka important call aaya. Rohan ne call pick kiya. Caller, Mr. Kumar, ne Ms. Sharma ke liye message chhodna chaha. Rohan ne turant **notebook aur pen nikala** (jaisa usne seekha

tha) aur **caller ka naam, number, aur poora message note kiya**. Usne **message ki urgency** bhi poochi. Message lene ke baad, Rohan ne poora message Mr. Kumar ko **repeat karke confirm kiya** ki usne sahi suna hai. Usne apne **initials bhi daal diye message ke bottom par**.

Rohan ne yeh bhi seekha ki voicemail greetings kaise set karte hain. Usne apni personal voicemail par ek professional greeting set ki, "Hello, you have reached Rohan at Tech Solutions. I am currently unavailable. Please leave your name, contact number, and a brief message after the beep, and I will get back to you as soon as possible. Thank you!" Usne yeh bhi samjha ki **voicemail message chhodte samay apne contact details shuru aur end mein zaroor dene chahiye** aur **message ko 60-90 words tak limit karna chahiye**.

The Transformation (Badlaav):

Kuch hi hafton mein, Rohan ki telephone etiquette mein zameen-asmaan ka fark aa gaya. Uske colleagues ne uske professionalism ki tareef karna shuru kar diya. Ms. Sharma bhi Rohan ke progress se bahut khush thi. Jab Mr. Verma ne dobara call kiya aur Rohan ne us call ko flawlessly handle kiya, toh Mr. Verma ne Ms. Sharma ko Rohan ki professionalism ki tareef ki.

Rohan ne demonstrate kiya ki **Corporate Telephone Etiquette** sirf rules nahi hain, balki yeh ek art hai jo **effective communication, strong relationships** aur ek **positive professional image** banane mein madad karti hai. Usne har **point** ko apni daily routine mein شامل kiya, from **"Be Alert"** to **"Hang up only after the caller hangs up"**.

Lessons Learned by Rohan:

- **Pehla Prabhav:** Har call mein pehla impression banana important hai. APEND rule (Alert, Pleasant, Expressive, Natural, Distinctive) follow karna zaroori hai.
- **Do's and Don'ts:** Kya karna hai aur kya nahi, yeh jaanna har call ko professional banata hai.
- **Phrases:** Sahi mauke par sahi words use karna communication ko smooth karta hai.
- **Message Lena:** Notes lena, verify karna, aur urgency note karna bahut critical hai.
- **Call Hold:** Permission lena, reason dena, aur time frame batana caller ke liye respectful hai.
- **Voicemail:** Professional greetings set karna aur concise messages chhodna bhi communication ka hissa hai.
- **Continuous Improvement:** Har din apni skills ko refine karna bahut important hai.

Rohan ki journey ne dikhaya ki kaise ek intern, sirf notes ko padhkar hi nahi, balki unhe practice mein laakar, ek fumble karne wale caller se ek flawless communicator ban sakta hai.