

19ENG230 -

BUSINESS COMMUNICATION TELEPHONE ETIQUETTE

Telephone Etiquette:

Telephone is an important device with the help of which people separated by distance can easily interact and exchange their ideas. **An individual needs to follow a set of rules and regulations while interacting with the other person over the phone.**

Some basic rules of telephone etiquette are as follows :

➤ DO's:

- Speak directly into the mouthpiece of the phone or a headset while talking.
- If you are interrupted or must talk to somebody else in your workplace while you are on the phone, simply ask the caller if they can hold and press the HOLD button.
- Always be courteous

➤ DON'T s :

- DO NOT eat or chew gum while talking on the telephone
- DO NOT cover the phone with your hand or put it against your chest to avoid the caller hearing you. Chances are, they will still be able to comprehend what you are saying.
- DO NOT place the handset in the cradle until you've pressed the HOLD button.
- DO NOT lay the receiver on the desk, without placing the caller on hold (the caller will hear everything being discussed in your office)

➤ **When answering the telephone :**

- Always try to answer your own telephone whenever possible
- Always practice answering your telephone within 2-3 rings

➤ **To conclude the conversation :**

Many people dread bringing a telephone conversation to an end.

- Talk in the past tense.
- Try utilizing a closing phrase, such as, “**I’m really glad you called**” or “I’m glad we resolved this concern.”
- State the action you will take.
- Assert any follow-up actions, such as time frames or deadlines.
- Thank them for calling and say “Good-bye”.

Note: Refrain from using slurs, slang, or phrases, such as, “bye-bye,” “Okie-dokie,” or, “Alrighty.”

- **Sample Sentences:**

1. Identifying yourself on the phone:

Good morning. This is Abhinav of ABC, and I'm trying to reach Mr. Ajay.

2. Follow-up: Let's try to talk this afternoon instead.

Example : Answering the telephone

John answers the phone.	
John	Good morning, you've reached the offices of Johnson and Pelt. This is Joan speaking. How may I help you?
Caller A	Good morning. I'd like to talk to someone about patenting a process I've developed.