Proper Business Phone Etiquette

Whether you’re calling clients, responding to customers or trying to get a job, telephone communication is an important part of modern business. Proper business phone etiquette will help you make a good impression and maintain good relations with business contacts. Simply remembering to be polite and organized will go a long way.

***When Making Calls:*** ***ALWAYS HAVE A PLEASANT GREETING IN YOUR TONE OF VOICE! Be respectful to whoever answers.***

**Calls to your business office: be pleasant and respectful to your staff, identify yourself promptly, saying**: “***Hi Cindy, this is Patrice…is Harvey/Paul*** ***in by chance*?**”

* **Stating your name gives people you’re calling a heads-up and takes the guess work out of who’s calling.**
* **Make sure the person on the other end is available to listen if you need a minute of their time by saying, for example, *“Hay Harvey, it’s John, Do you have a minute?”***

**Calls to a business/client: identify yourself promptly, saying**:

“**Hi** (Clients Name)***, this is*** (Your Name) ***from CJ Restoration.***

***How are you?***

***Do you have a quick second?”***

* Stating your name and company will give people you’re calling a heads-up on your purpose.
* Make sure the person on the other end is available to listen, saying, for example, “Do you have a second?”
* Afterward, briefly state the reason for your call. It may be helpful for you to prepare a one- or two-sentence summary beforehand. **It’s important to be brief, and not rude** as the receptionist may be answering multiple phone lines.