

# TELEPHONE ETIQUETTE

## Telephone Etiquette

- Answer promptly with a smile.
- Use appropriate tone of voice.
- Properly identify yourself and ask “How may I help you,” or similar statement?

## When Placing on Hold

- Do not place on hold unless necessary, or caller wants to hold.
- Check back on caller every 30-40 seconds and get their attention by saying “Thank you for waiting” or “That line is still busy”, or similar statement.
- Wait for an answer when putting on hold due to numerous phones ringing.  
EXAMPLE: “Will you hold?” and wait for an answer.

## Transferring Calls

- Transfer only when necessary.
- Ask callers if they want to be transferred.
- Give the callers the number they are being transferred to in case they get disconnected.
- If appropriate, tell caller what to ask when transferred.
- When transferring (remember you may reach voicemail), announce the transfer to called party and give appropriate information.
- If caller does not want to be transferred, offer to have correct party call back, or tell them when they could likely reach the party they want.

## Terminating Calls

- Terminate calls courteously.
- Finish with “Goodbye” and express appreciation or regret, as appropriate.

## Screening Calls

- If you must screen calls, be courteous and tactful.  
EXAMPLES: “Yes, he is in. May I tell him who’s calling?” “She is away from her office. May I take your name and number?” “That person is unavailable. Can someone else help you?” “May I connect you with his voicemail?”

## Telephone Tips

- Return calls promptly.
- Forward your phone or be sure someone is available to answer it.
- Let someone know when you are away from your desk or out of the office.

## Customer Relations

- Always use a friendly tone of voice.
- Ask “How may I help you?” or “What would you like done?”
- If caller is upset, be calm, sympathetic. Deal with the person’s feelings, then deal with the problem.
- Lower your voice volume, listen to the problem. Don’t take remarks personally.
- Keep the customer on track and focus on the problem.
- Don’t give unreasonable expectations, but keep promises you make.
- If you don’t have appropriate information, say you don’t, but will find out and call them back or have someone else call them back.

Got A Question About Telephone Service?

Telephone Troubles? Call I.T.      x7530