



# Telephone Etiquette

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## Phone etiquette is part of your professional brand.

Here are a few telephone basics. How you are on the phone becomes part of your "professional brand" to others. These little things can be big to customers --both external & internal.

### Answering & Identification

1. Answer before the third ring.
2. Before answering, discontinue any other conversation or activities such as eating, chewing gum, or keyboarding, all of which can be heard by the calling party.
3. Identify your organization, department and name upon answering.

### Hold

1. Ask the caller if you may put them on hold.
2. If possible, check back with the caller every 30-45 seconds.
  - "Would you like to continue holding?"
  - "May I call you back when I have this information?"
3. Do not leave the caller on hold for more than one minute unless he/she approves it.
4. Use the hold button when leaving the line so that the caller does not accidentally overhear conversations.

### Transfer

1. Identify for caller to whom you are transferring and at what extension (keep your caller informed).
2. Announce to the "transferee" your name, the caller and the nature of the call.
3. If possible, stay on the line with the caller until you're sure they have the right person.

### Taking Phone Messages

When taking a phone message always include the following information:

- Caller's name and organization name, if applicable
- Time and date of call
- What the call is regarding
- If the caller wants a return phone call, and if so, obtain a phone number that is best to return the call

### Voice Mail

1. Remember: callers generally prefer to speak to you personally.
2. Use phone mail as a back-up answering method only, if possible.
3. Record your personal message. Avoid using generic messages. Watch your tone and pace.

### What to Avoid

1. Don't use the speaker phone feature!
2. Don't allow background noise to be heard by the caller, if possible.
3. Don't use slang. Professional phrases include: "One moment please," "Yes," "All right," "She's not available now," "Good-bye." Phrases not to use include: "Hang on," "Okey-Doke", "Uh, dunno where he is," "Yeah," "Bye."

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