

1995

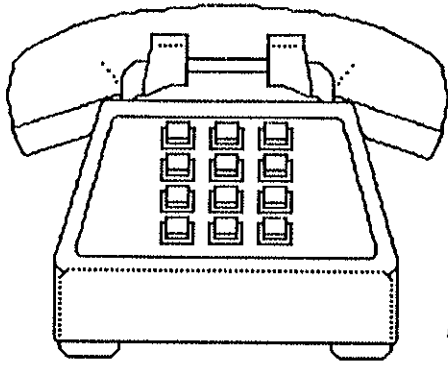
## 1995-96 UNOPA Telephone Etiquette Tips

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## Telephone Etiquette Tips

- I. ***Be Prepared***
  - \*Paper and pencil should be within easy reach.
  - \*Remember who you called, rather than acting as though you have had a memory lapse and making the person explain that they are returning your call.
- II. ***Answer Promptly***
  - \*A phone should be answered at the **end** of the first ring; no later than on the third ring.
  - \*Waiting time seems longer to the caller than it actually is.
- III. ***Be Pleasant***
  - \*Some people do **not** have good telephone voices and have to work twice as hard to project their best selves on the phone.
  - \*When talking on the phone, make a concerted effort to smile when answering and when hanging up.
- IV. ***Identify Yourself***
  - \*When calling someone, identify yourself immediately after saying hello. Explain the reason for your call. Example: "This is Patrick Smith, a recent graduate of XYZ University. I am calling in response to the accounting position that was posted in the newspaper yesterday."
- V. ***Respect Others' Time***
  - \*Business etiquette dictates that after you identify yourself, you **ask** for a person's time, i.e., "Do you have a minute?" or "Is this a good time to talk?" Most people do **not** display this courtesy.
- VI. ***When You Need To Leave a Message***
  - \*If you are trying to reach a potential employer and find yourself speaking to the person's secretary, be on your **best** behavior. Be sure to display the same courtesy you would demonstrate if you were speaking with the interviewer.
  - \*When speaking with the secretary or other administrative personnel, try to address the person by name, (i.e.,: "Thank you, Mrs. Smith. I look forward to hearing from Mr. Davis.")
  - \*If you do not hear from Mr. Davis and call back, only to speak with Mrs. Smith again, ask for her assistance. Example: "Mrs. Smith, I would really like to speak with Mr. Davis about the hiring decision. Could you suggest when a better time to try to reach him?" If she offers advice, take it. When you call back, only to speak with her again, say, "Mrs. Smith, this is Mary Jones. I spoke with you earlier this morning. I'm calling back at this time, as you suggested, to speak with Mr. Davis."
  - \*If you treat administrative personnel with respect, you will get your foot in the door much more quickly than if you are not polite.
- VII. ***How to Get Your Telephone Calls Returned Promptly***
  - \*When calling someone, say when you can be reached. The more specific you are, the more professionally you will be perceived.
  - \*If you are calling long distance, be sure to state that fact when identifying yourself.
- VIII. ***Ask Rather Than Just Put Someone on Hold***
  - \*When it is necessary to put someone on hold, **ask** rather than telling the person that you will be doing so. Example: "Let me get that information for you. May I put you on hold?" By doing this, you will be projecting a more professional you, than if you said "Hang on."
  - \*A person should not be left on hold for more than 30-60 seconds.

- IX. ***Be respectful***  
 \*Let the person know that you appreciate his/her patience.  
 \*When returning to the line, demonstrate your appreciation to the person who has been on hold by saying, "Thank you for waiting..."
- X. ***Call-Waiting***  
 \*This device is only as good as the person using it. And whether to use it or not is truly a judgment call. Your decision should be based on who you are speaking to, the intensity of your conversation, and your relationship with the person.  
 \*If you find it necessary to place someone on hold -due to the call-waiting beep, always ask permission.  
 \*When necessary, ignore the call-waiting signal rather than interrupt your conversation with the person on the line.
- XI. ***Screen Calls Appropriately***  
 \*You may have good telephone manners, but that does not mean that others do. What to do? When you find that you must screen a call, you should say, "Who's calling, please?" rather than "Who is this?"
- XII. ***Hang Up Gently***  
 \*Slamming the receiver makes an unpleasant noise in the caller's ear - it's like slamming the door in a person's face.
- XIII. ***Communication with Automation***  
 \*When calling someone and reaching their answering machine or voice mail, if you had a sufficient reason for placing the call, you should leave a message. When communicating through these devices, "what" you say and "how" you say it is as important as it would be if you were speaking to the person directly. Be prepared!
- XIV. ***Use Good Speech Habits*** -Be aware of the words you use.  
 Phrases **TO** Use: "One moment please," "Yes," "All right," "She's not available right now." "Goodbye."  
 Phrases **NOT** to Use: "Hang on," "Yeah," "Okey-doke," "She's tied up right now." "Bye- Bye."
- XV. ***It's Up To You***  
 \*Every call should be looked upon as an opportunity to build good public relations for you and the university from which you have graduated.

## THE FIVE MOST COMMONLY MADE TELEPHONE COURTESY FAUX PAS

1. Hanging up instead of apologizing first when you reach a wrong number.
2. Saying "He/She has my number" rather than leaving it, when the person you are calling is unavailable to take your call.
3. Not returning telephone calls **promptly**✧.
4. Putting someone on a speaker-phone without asking permission.
5. Recording a "cute" message on your answering machine, rather than a business-like one that is to the point.  
 ✧ Telephone courtesy dictates that a telephone call should be returned within 24-48 hours from the time it is received.