

# Phone Etiquette



## Telephone Etiquette Tips

01

Make sure you identify yourself and speak clearly.

02

Ask for caller's permission before putting the call on hold.

04

Do not let the phone to ring more than three times.

05

Do not interrupt the person while he/she is talking.

06

Never engage in an argument with a caller.

07

Do not answer the phone if you are eating.

03

It is better to return a call than to keep the caller on hold for too long.

08

Try not to sound rushed. It is better to return the call when you can give the person the time they need.

09

Always ask for the best time to have a call returned to the caller.

10

Do not call the patients before 8:00AM or after 9:00PM, unless they've given you permission to do so.

11

When hanging up the phone, make sure the caller or person called hangs up first.

## EXAMPLES

1. This is Tom Griffin from ABC Rentals
2. May I put you on hold for a moment while I find an answer to your question?
3. This is going to take me a bit of time to find the answer. Instead of putting you on hold, can I please take down your number and return your call once I find an answer to your question?
9. I will call you back as soon as I have an answer for you. What time of day is best to return your call?



# Cell Phone Etiquette

1. Put your phone away at the dinner table
2. End phone conversations when paying for purchases
3. Never shout when speaking on a phone
4. Never text and talk and drive (state laws)
5. Avoid texting in work meetings
6. Turn off phones in churches or theaters
7. Avoid using speakerphone in public
8. Avoid taking calls during a face-to-face meeting
9. Lower your voice when using your phone in public
10. Avoid using your phone on public transportation or in waiting rooms.



# **The DO's and DON'Ts of Phone Etiquette**



# Pre-Interview Phone Call Sample Scripts

## MAKING A CALL TO AN EMPLOYER:

Mr. Smith,

My name is Tom Griffin. Thank you for taking my call. I applied for the position of sales about ten days ago.

I have not received a call from your office but wanted to make sure you received my application.

If you did not receive my application, I can email you a new one in a moment. If you did get it, can we schedule a time for me to interview?

## ASSUME EVERY CALL IS A POSSIBLE EMPLOYER

### *When answering calls:*

“Good morning. This is Tom Griffin”

### *If a call comes in when you are driving/busy:*

“Mr. Smith, thank you so much for calling. Can you please give me a moment to pull my car over to the side of the road in order to give you my full attention? Thank you so much. One moment please”

# Post-Interview Phone Call Sample Script

Good morning Mr. Smith. This is Tom Griffin.

I wanted to call and thank you for your time last week when I interviewed for the sales position.

I am very interested in that position and thought I would do a follow-up call to see if you had made a decision.

***If you get the job.....***

Yes! Thank you so much. I am very excited about working at ABC Sporting Goods.

***If a decision has yet to be made....***

Am I still a candidate for consideration?

I really am interested in this job. Would you consider giving me a trial period to prove myself?

Would it be OK if I call back on Friday?

***If you did not get the job...***

Gee, I am sorry to hear that.

I'd like to thank you for your time and consideration. It was a pleasure to meet you and learn about your store.

If the person you choose becomes unavailable, I would be happy to come in again for another interview.

# Phone Etiquette Project

## Optional Assignment:

Using Fligrid (the link is on your Google Classroom), record yourself making a 60 to 90 second call to an employer following up on an interview you had last week. Remember to include the following in your conversation:

1. Express your interest in the position
2. Inquire about when a hiring decision will be made
3. Thank them for their time

