

Telephone etiquette

1 Telephone rules and regulations

Whether answering the phone or making phone calls, using the proper etiquette is a must in order to maintain a certain level of professionalism. Proper etiquette leaves callers with a favourable impression of you, your department, and your organization in general. You'll also find that others treat you with more respect and are willing to go out of their way to assist you if you use the proper etiquette.

2 Telephone etiquette and answering procedures

- Answer promptly don't let phone ring more than 3 times.
- Address the caller as follows: Good morning /afternoon, your name and Department.
- Remember to call the caller back if you do not have the desired information available.

2.1 When taking a message, the following information is needed:

- Name, Department, time of call, message information

3 The factors that hinder the communication process

- **Volume and clarity:** are two separate definitions. In order to be clearer, does not imply to speak louder.
- **Clarity:** keep a normal voice tone, do not mutter or speak in a high pitched voice.
- **Speed:** maintain normality when talking to someone.
- **Noise:** will hamper the ability of the receiver to hear the message clearly.
- **Speak:** directly into the mouth piece.
- **Be aware:** of monotony in voice tones.
- **Remember:** to smile when you speak it will be reflected in your tone of voice.

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