

TELEPHONE ETIQUETTE

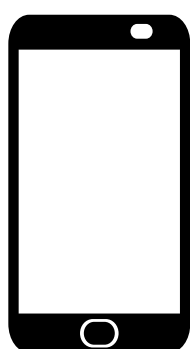


IDENTIFY YOURSELF

"Hello/Good (Daytime), this is (insert name). How may I help you?" Or "Hello, this is (insert name), I'm calling to speak to (insert their name)."

DON'T BE DISTRACTED

Working on the computer, chewing and eating, rustling papers are all distractions while on the phone. Don't use your hand held device while driving, use a headset or speaker phone while in the car.

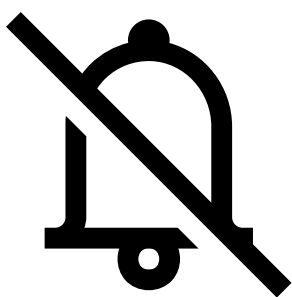
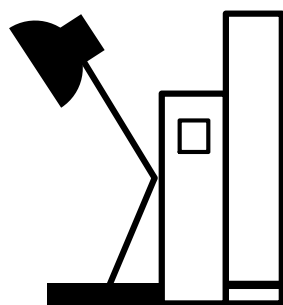


THINK THROUGH YOUR CALL

Jot down ideas of what you want to discuss and questions that you want answered BEFORE you make the call. Thinking through what you're wanting to say is best to keep the conversation going.

SPEAK CLEARLY AND SLOWLY

Especially when leaving a message, speak clearly and slowly. Example when leaving a message "Hello, this is (insert your name). I'm calling to inform you that I will (or will not) be attending (insert name of event) on (insert date). Please give me a call back at (insert phone number) if you have any questions."

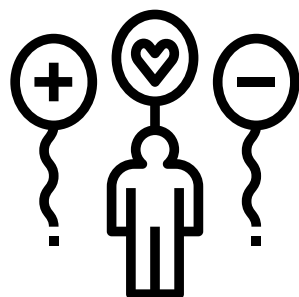


TURN OFF YOUR RINGER

Build the habit of always turning off your ringer when entering a meeting, restaurant, theatre, training class, or other place. If you're walking into an important meeting and expecting a call, let the caller know that you're going into a meeting.

BE SENSITIVE TO YOUR TONE

Don't sound over anxious, aggressive, or pushy. You want to sound confident, so sit up in your chair during a conversation.



WHILE YOU MAY NOT LOVE TALKING ON THE PHONE, YOU WILL NEED TO HAVE A SET OF SKILLS TO FUNCTION ONCE YOU GET INTO THE WORKPLACE.

WANT TO PRACTICE? CALL YOUR COLLEGE SUCCESS COACH

352-787-6576