

Phone Etiquette

Debrett's, a well-known British publisher, has been producing guides on how people should behave since the 1900s, including *Debrett's Etiquette and Modern Manners* and *The English Gentleman*. Nowadays it still offers advice on what (and what not) to do in social situations.

DEBRETT'S guide to mobile phone etiquette

- 1 *Think what your ringtone says about you*
If you're sometimes embarrassed by your ringtone, it's almost certainly the wrong one and **you should change it**.
- 2 *When in doubt, use silent or vibrate mode*
It may surprise your companions when you suddenly answer an invisible, silent phone, but at least they won't have to listen to your ringtone.
- 3 *Take notice of who is around you*
Make sure your conversation is not disturbing other people. Intimate conversations are never appropriate in front of others.



- 4 *Respect quiet zones*
You must not use your phone in 'quiet zones' on trains or in hotels. That is the reason why they exist.
- 5 *Never shout*
Your phone is not a megaphone. **You don't have to shout**. And don't shout because you think reception is poor. It won't make any difference.
- 6 *People with you deserve more attention than those at the end of a phone*
Wherever possible, turn off your phone in social situations and at mealtimes, or put it on vibrate. If you have to keep **your phone on** because you are expecting an important call, apologize in advance.
- 7 *Don't carry on phone conversations when you are in the middle of something else*
This is especially true if you are in banks, shops, etc. It is insulting not to give the people who are serving you your full attention.
- 8 *Think about where you are calling from*
Don't make (or receive) calls in inappropriate places. Put your phone on vibrate in meetings, cinemas, etc. If you **must take a call** in the car, use a hands-free set.

Adapted from Debrett's Modern Manners



Vocabulary

Match these words to their definition.

- | | |
|-------------------|---|
| 1. Behave | a. Verb to call or cry out loudly. |
| 2. Hands-free set | b. Verb to act properly. |
| 3. Mealtime | c. Noun a musical tune played by a mobile phone when a call is received |
| 4. Reception | d. Noun the quality or fidelity of a received signal. |
| 5. Ringtone | e. Noun the usual time for a meal. |
| 6. Shout | f. Noun a device that contains both a speaker and a microphone. to allow cellphone users to use their cellphone while driving. |

Comprehension

Read the text again and select the correct answer to these questions.

1. What's the author's intention?
 - a. Persuade people to pay less attention to their mobile phones.
 - b. Advice people on what to do (or not do) in social situations.
 - c. Inform people about the publication of the Debrett's Guide to mobile phone etiquette.
 - d. Entertain the users of mobile phones.
2. How long has Debrett's been publishing guides?
 - a. Since 1990
 - b. Since the 19th Century
 - c. For more than a hundred years
 - d. For thirty years
3. What can tell you if you have the wrong ringtone?
 - a. You feel embarrassed when people hear it.
 - b. You don't recognize it when you hear it.
 - c. Everybody has the same ringtone.
 - d. It is not the song that is hot right now.
4. What shouldn't you do in social situations?
 - a. Turn off your mobile phone
 - b. Put your mobile phone on vibrate
 - c. Put your mobile phone on silent mode
 - d. Answer your mobile phone and start a loud conversation.



According to the text, are these statements *true* or *false*.

- | | |
|---|------------|
| 1. Debrett's is a famous radio programme. | True False |
| 2. It's ok to have intimate conversations around others. | True False |
| 3. When the reception is poor speaking louder doesn't help. | True False |
| 4. You should apologize if you have to answer a phone call in a social situation. | True False |
| 5. You can answer a phone call while driving. | True False |