

# Telephone Etiquette



For most of us, the telephone is a vital source of communication. The use of cell phones and “instant conversation” is commonplace in our life today. However, when applying for an internship or permanent position, the way you conduct yourself on the phone may be a key factor in a future employer’s decision to hire you on a permanent

basis.

These tips will show you how paying attention to detail may make a big difference in others impressions of you....both personally and professionally.



## Identify Yourself

- When calling someone, do you identify yourself after they've said hello?



## Respect Others' Time

- When Placing a call, after identifying yourself, do you ask "Do you have a Minute?" or "Is this a good time to reach you?" before explaining the reason for your call?



## Ask Rather Than Just Place Someone On Hold

- After placing someone on hold and returning to the line, say "Thanks for waiting" rather than "I'm back."
- When screening calls, do you ask "Who's calling, please?" rather than "Who is this?"

When calling a professional office for any reason, always identify yourself and explain the reason for your call. Example: “ Hello, this is Tom Cruise and I’m calling in response to the newspaper ad for an actor”.



## Call Waiting

Call waiting is only as good as the person using it. Rule #1: Just because you have call waiting, it is up to you whether to use it...it is a judgment call. Your decision should be based on who you are speaking to, the intensity of the conversation, and your relationship to the person. If you find it necessary to place someone on hold --

Due to call waiting -- Always ask permission!



## Answering/Voice Mail Machines

When reaching an answering machine, if you had sufficient reason for calling...leave a message. Sometimes this helps the other person know how to respond...whether to expect another call from you or if they should attempt to return your call. “Hi, its Julie, Bye!” doesn’t say anything, does it? When leaving a message, “what” and “how” you say it is as important as if you were speaking to the person directly. Keep the tone of your voice pleasant and upbeat!



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## Use Good Speech Habits

Phrases To use: "One moment please", "Yes", "All right", "She's not available now", "Good-bye" Phrases Not To Use: "Hang on", "Yeah", "Okey-Doke", "Uh, dunno where he is".

Remember: You only get ONE chance to make a first impression!



How much have you learned? Let's check.



1. What should you say on the phone when you call someone?

- a) "Who's it?"      b) Yes?      c) Hello, this is Marco.

2.



After identifying yourself, do you...?

- a) Start explaining why you're calling  
b) Ask if it's not a bad time to call  
c) Say you are very sad and you need someone to talk to



3. After placing someone on hold, when you return to the line, do you say...

- a) I'm back      b) Thanks for waiting      c) OK Dokey

4.



If you have call waiting, and find it necessary to place someone on hold, do you...

- a) Ask permission  
b) Thank him/her after placing this person on hold  
c) Say I'm back



5. When reaching an answering machine, you should leave a message stating ....

- a) No reasons why you've called  
b) The reasons you've called with a pleasant voice  
c) You've called

## PART 2



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NAME: \_\_\_\_\_

DATE: \_\_\_\_\_

## QUIZ: TELEPHONE

- Answer these fourteen questions to score your vocabulary knowledge.

1. What does it mean if someone says, "The line is *busy*?"  
a) the phone is broken  
b) the phone has been disconnected  
c) someone called the wrong number  
d) someone is using the phone
2. Which of the following words best describes a '*caller*'?  
a) person  
b) place  
c) machine  
d) money
3. What do you do if you make a '*collect call*'?  
a) leave a message  
b) re-dial and call again  
c) ask someone to pay for the call  
d) read a text message
4. Which of the following things can a person '*dial*'?  
a) a phone line  
b) a phone call  
c) a phone number  
d) a phone book
5. Which of the following words best describes a '*dial tone*'?  
a) sound  
b) number  
c) person  
d) place
6. When do most people '*hang up*' the phone?  
a) before they make a phone call  
b) after they finish talking on the phone  
c) when they are talking on the phone  
d) when they answer the phone
7. Which of the following things do you have to do when you are '*on hold*'?  
a) Pay money.  
b) Wait.  
c) Make an local call.  
d) Say "Hello."
8. Which of the following things does an '*operator*' usually do?  
a) make telephone calls  
b) sell telephones  
c) help people make phone calls  
d) fix telephones
9. In which of the following places can you find a '*phone booth*'?  
a) in a phone book  
b) at home  
c) in an office  
d) outside
10. Which of the following things should you '*recharge*'?  
a) a mobile phone  
b) a prank call  
c) a missed call  
d) all of the above
11. Which of the following things should you do when a phone '*rings*'?  
a) pick up the phone  
b) re-dial  
c) hold the line  
d) hang up
12. Which of the following things can a '*telemarketer*' do?  
a) make a long distance call  
b) ask you if you want to buy something  
c) help you find a phone number  
d) help you buy a cell phone
13. Which of the following things can you do with a '*text message*'?  
a) read it  
b) listen to it  
c) speak to it  
d) all of the above
14. Which of the following things can you find in the '*yellow pages*'?  
a) home phone numbers  
b) company phone numbers  
c) messages  
d) unlisted numbers

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