

TELEPHONE ETIQUETTE

**A matter of using courtesy and
good manners.**

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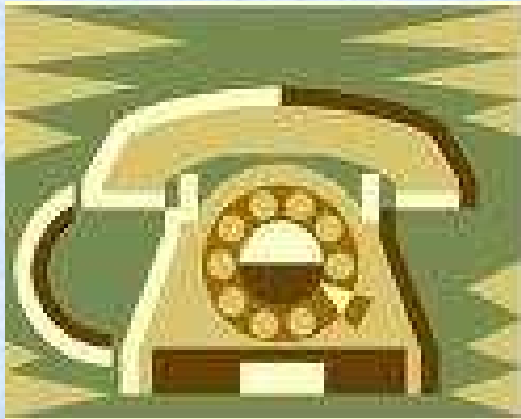
When do you practice telephone etiquette?

- **When answering calls**
- **Placing calls**
- **Handling business matters over the telephone**



Basic Rule of Telephone Etiquette...

- Treat the caller in the manner YOU would like to be treated if you were placing the calls.



Essentials of Telephone Etiquette

- **Use basic good manners**
 - Be courteous
 - Be helpful
- **Treat callers with respect**
 - Recognize the caller
 - Be an active listener



Use Good Manners



1. Answer the telephone, if possible, immediate after the first ring, but definitely no later than immediately after the third ring.
2. Use proper identification when placing or receiving calls.
3. Give the caller your complete attention.

Use Good Manners (cont.)

4. Keep your mouth free of gum or food when you talk on the telephone.
5. Speak clearly and in a positive tone of voice to avoid any sense of interruption by the caller.
6. Screen calls tactfully.
7. Be helpful and follow through.



Use of Good Manners (cont.)

8. End telephone calls with a pleasant preliminary close.
 - *Thank you.*
 - *I'm glad you called.*
 - *You're welcome.*
9. Say “*good-bye*” to end the conversation. Avoid “*bye-bye*” and “*see you later*” for business calls.
10. Let the caller hang up first.



Be Courteous



- Consideration of others.
- One way we learn about courtesy is through first hand experience with someone who is *not* courteous.
- Treat every call as an important call, every caller as an important customer.
- Being courteous at all times is not easy. In a business office, however, it is **ALWAYS** a necessity.

Be Helpful

- You show your spirit of helpfulness by your words, expressions, and actions.
- Avoid slang expressions used in casual conversation.
 - *Ex. Get with it (Cooperate!)*
- As you help callers, speak with confidence to let them know you have the background and the skill to assist them.
- Even though you may have answered the same question many times before, avoid showing any signs of irritation or boredom.



What does it take to Be Helpful?



- **Habit** (Make helpfulness a Habit.)
- **Effort** (Make an effort to help the caller.)
- **Listen** (Listen carefully to what the caller wants.)
- **Promise** (Keep your promises.)
- **Fairness** (Treat all callers fairly.)
- **Understanding** (Understand the caller's point of view.)
- **Lifeline** (Show concern for the caller.)

Treat Callers with Respect

- Callers should be made to feel important and appreciated.
- Prosperous businesses have learned to treat ALL callers as if they were their best customers.





Recognize the Caller

- People like the sound of their own names.
- The first time you hear the callers name, write it down.
- Then use her or his name during the conversation.
- If you are in doubt about the spelling of the caller's name, ask for the spelling or start spelling the name and ask for verification.

Be an Active Listener

- Directing your full attention to the caller will require you to use effective listening techniques.
- Below are some suggestions to improve your listening skills:
 - Direct your full and immediate attention to the call.
 - Focus on the caller's opening statement.
 - Let the caller speak without interruption.
 - Verify facts and figures.
 - Provide feedback to the caller.
 - Do not ignore the question.
 - Take notes during the call.

