



Business Telephone Etiquette Tips

- As you answer the phone, speak clearly, slowly, and **smile**. Smiling changes the muscles in your face and throat, while gracefully transforming your tone of voice.
- Always answer your phone by the third ring.
- Always use a pleasant tone of voice.
- Request permission before putting a caller on hold: *"May I put you on hold while I get your file?"* or *"Can you please hold briefly while I see if Mr. Smith is available?"*
- When you return, **immediately** thank the caller for patiently waiting.
- **Never** interrupt the person while he/she is talking to you.
- **Never** engage in an argument with a caller.
- Do not answer the phone if you are eating or chewing gum.
- Give each caller your full attention
- Become skilled at handling several callers at the same time easily and professionally.

- Always return missed phone calls quickly.
- When you take a message for a manager or another team member, always verify the best time and number to reach the caller.
- Always end with a polite goodbye, "Thank you for your call" or "It was nice speaking with you".
- Allow the caller to hang up first. This shows the caller that you aren't in a rush to get off the phone with them.