

TELEPHONE ETIQUETTE

Proper telephone etiquette is an important facet of communication, since you represent not only yourself, but often your family too. Remembering to use proper telephone etiquette, whether answering or making calls, leaves your respondents with a favourable impression of you and your family. The following suggestions are helpful for making your phone conversations more effective.

- ❖ Using phrases such as "thank you" and "please" are essential in displaying a polished atmosphere.
- ❖ Listen actively without interrupting.

Answering Calls:

- ❖ Try to answer the phone within three rings.
- ❖ Answer with a friendly greeting. (Example - "Good morning/Afternoon. This is (Mention your name). May I know whom I am speaking to?)
- ❖ Speak in a pleasant tone of voice - the caller will appreciate it.
- ❖ Ask the caller for his/her name, even if the name is not necessary for the call. This shows you have taken an interest in him/her.

Eg: 1 : Child: Hello, I am Reena speaking . May I know who is speaking?

Caller: I am Revanth. I would like to speak to your dad.

Child: Ok, uncle. Dad is having bath. May I ask him to call you back or do you want to leave any message.

Caller: Ask him to call me back.

Child: Sure uncle. I will definitely pass the message. Have a good day uncle.

If the caller has reached a wrong number, be courteous.

Eg: 2: Caller: Hello, I am Neetha speaking. Am I speaking to Sunitha?

Child: Hello Aunty, I am Rani speaking. Sorry aunty, There is no one, such as Sunitha here. I think you called up a wrong number.

Caller: Oh, is it, I am sorry.

Child: No problem, aunty. Have a nice day.

Making Calls:

- ❖ When you call someone and they answer the phone, do not say "Who am I speaking with?" without first identifying yourself: (Example - "This is so and so. To whom am I speaking?")

Eg: 3 .Child: Hello, I am Aman, Am I speaking to Raj?

Receiver: Yes, Raj speaking. How are you?

If somebody receives a call

Eg 4:Child: Hello, I am Aman. Am I speaking to Rohan?

Receiver: I am Neetha. Rohan's mom speaking Rohan left his mobile at home and went to gym.

Child: When can I call him Aunty?

Receiver: He will be back in one hour. Do you want to pass any message for him?

Child: Its OK Aunty, I will call him after one hour. Have a nice day Aunty.

- ❖ When you reach a wrong number, don't argue with the person who answered the call or keep them on the line. Say: "I'm sorry, I must have dialed the wrong number. Please excuse the interruption." And then hang up.
- ❖ If you told a person you would call at a certain time, call him/her as you promised. If you need to delay the conversation, call to postpone it, but do not make the other person wait around for your call.

MODEL HOST RULES

1. Welcome guest with a smile.
2. Greet them with "Please come in. We are glad that you came. How are you?"
3. When they ask "How are you?" reply "Fine, thank you."
4. Offer a seat with "Please sit down. Would you like to have a glass of water?"
5. Offer to help them with their bags if any. By asking "May I help you carry your bag?"
6. Do not interrupt when people are talking, if you must, then say "Excuse Me."
7. Look at people in the eye when you talk to them.
8. Listen carefully when somebody is talking to you.
9. Hold the door open for elderly people.
10. When somebody says thank you, say "You are welcome."
11. When guests are leaving, say "Thank you for coming"
12. If you receive a gift or a compliment say "Thank you"
13. If you sneeze, cough, yawn, cover your mouth and nose and then say "Excuse me."
14. If you want something, say "Please."

If there is a child as a guest please share your toys.

Eg:

Child: Hi aunty, Please come in, We are glad that you came. How are you aunty?

Guest: I am fine dear. How are you?

Child: I am fine aunty, Thank you. Please be seated. Would you like to have a glass of water.

Guest: No, thank you, dear. Is mom at home?

Child: Yes aunty. She is in the kitchen. I will call her.

Guest: Fine dear. Thank you

Child: You are welcome aunty.

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