**Career Explorations – Professional Business Phone Etiquette**

**Proper phone etiquette is vital to the success of your business.** More than 80% of first-time customers call before coming into a store/company. Your phone conversation will create the “first impression” for your entire business. A bad first impression means they will look to bring their business elsewhere. A good one can produce a customer for life.

**Top 9 Telephone Etiquette Tips**

1. Always identify yourself and company, whether making or receiving a call
2. Be sensitive to the tone of your voice.
3. Think through exactly what you plan to say and discuss before you place a call.
4. Do not allow interruptions to occur during conversations.
5. Speak clearly and slowly and with appropriate volume, especially when leaving a message.
6. Don’t put someone on hold for too long.
7. Do not try to multi-task while speaking on the phone.
8. Don’t eat or chew gum while talking on the phone.
9. Never interrupt the person you are conversing with.
10. Your body language will affect the quality of the conversation.

Directions: For each of the above tips, write down your reasoning for why it is important and/or what problems could result, if the tip is not followed.

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**Phone Situations**

Directions: For each of the following situations, come up with a solution. If more than one customer is involved, be sure to make sure everyone is involved in the solution. Be sure to include exactly what you would say, based on the situation.

**Situation # 1**

You work in accounting and you are connected with a customer that is looking to talk to the sales department. They explain that they just tried calling sales and nobody picked up.

**Situation # 2**

It’s 11:59 and your lunch break starts at noon. The phone rings and you are the only one in the office.

**Situation # 3**

The customer calls to complain about poor service received by one of your co-workers. They are very agitated and loud.

**Situation # 4**

You are in the middle of a conversation with a customer and have another customer on hold. A third customer calls. What do you do?

**Situation # 5**

The caller requests to speak with your manager, who is not in the office, currently.

**Situation # 6**

You receive a message from a co-worker to return a call to Daleyza Swierczewski, a customer. You are not sure what the call is about.