

BUSINESS PHONE
ETIQUETTE
PREPARING TO MAKE
THAT CALL

A series of several parallel white lines of varying lengths, slanted diagonally from the bottom right towards the top right, set against a teal-to-green gradient background.

- ▶ **Make sure you have the companies details in front of you**
- ▶ **Have a couple of pens and a notepad with you**
- ▶ **Are you in a quiet room – no interruptions**
- ▶ **A glass of water**
- ▶ **Have you written down the dates you require for work experience and why you would want to go to that company**

BEFORE THE PHONE CALL



- ▶ **Alertness**
 - ▶ Show that you are wide-awake, ready to engage in a conversation
- ▶ **Pleasantness**
 - ▶ Put a smile in your voice 😊
- ▶ **Naturalness**
 - ▶ Use, simple, straightforward lang.; avoid technical terms/slang
- ▶ **Distinctiveness**
 - ▶ Speaks directly into the phone; Use a normal tone of voice, the louder you are, the louder everyone else becomes
- ▶ **Expressiveness**
 - ▶ Talk at a moderate rate and volume, but vary your voice tone

WAYS TO SOUND AS GOOD
AS YOU REALLY ARE!

Decorative white lines consisting of several parallel diagonal strokes in the bottom right corner of the slide.

- ▶ **Frown** 😞
- ▶ **Mutter**
- ▶ **Sound Tired**
- ▶ **Speak in a Shrill Voice**
- ▶ **Speak Negatively**
- ▶ **Ramble**

DON'TS

A series of several parallel white lines of varying lengths, slanted diagonally from the bottom right towards the top right, set against a dark green background.

- ▶ **Smile 😊 (they really can hear it!)**
- ▶ **Speak Clearly and Concisely**
- ▶ **Be Enthusiastic**
- ▶ **Lower the Pitch of your Voice**
- ▶ **Talk in a Positive Mood**
- ▶ **Listen/Discuss**

DO'S

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- ▶ **P – itch**
 - ▶ High or low? Low carries better and is also more pleasant
- ▶ **I – nflection**
 - ▶ Use voice to express ideas or moods
 - ▶ Don't talk in a monotone
 - ▶ The voice naturally rises on a questions or inquiry
 - ▶ Voices fall at a “period,” decision or completion

MENTAL P.I.C.T.U.R.E.

A series of several parallel white lines of varying lengths and orientations, located in the bottom right corner of the slide, creating a dynamic, abstract graphic element.

- ▶ **C – ourtesy**
 - ▶ **Common, everyday applies the same as face-to-face conversation**
- ▶ **T – one**
 - ▶ **Many times it is not what you say, but how you say it**
 - ▶ **Voice should reflect sincerity, pleasantness, confidence, and interest**

MENTAL P.I.C.T.U.R.E.



- ▶ **U – nderstanding**
 - ▶ Avoid talking with anything in your mouth (gum, pencil)
- ▶ **R – ate**
 - ▶ Rate of speech should be adapted to personality of contact
 - ▶ “Fast talkers” can arouse suspicion
 - ▶ “Slow talkers” can be irritating
- ▶ **E – nunciate**
 - ▶ Clear enunciation will help avoid misunderstanding and need to repeat yourself

MENTAL P.I.C.T.U.R.E.



- ▶ **Limit your talking**
 - ▶ Can't talk and listen at the same time
- ▶ **Don't Interrupt**
 - ▶ A pause doesn't always mean the individual is finished speaking
- ▶ **Concentrate**
 - ▶ Focus on the conversation. Practice shutting out outside distractions and personal concerns

KEYS TO GOOD LISTENING



- ▶ **Take Notes**
 - ▶ Helps you remember important points
- ▶ **Listen for ideas....*not just words***
 - ▶ Get the whole picture, not isolated bits and pieces
- ▶ **Interjections**
 - ▶ An occasional, “Yes,” “I see,” etc. shows that your listening. However, don’t overuse them

KEYS TO GOOD LISTENING



- ▶ Try to answer the phone on the **SECOND** ring
- ▶ Answer with a friendly greeting
- ▶ Smile 😊 - it shows, even through the phone
- ▶ Keep the phone two-finger widths from your mouth
- ▶ Check your voicemail greeting!!!!!!!!!!!!
- ▶ Keep your phone powered

CREATE A GOOD FIRST IMPRESSION
WHEN THEY CALL BACK

A decorative graphic consisting of several parallel white lines of varying lengths, slanted diagonally from the bottom right towards the top right, set against a dark green background.

- ▶ **Before ending the call, always...**
 - ▶ **Make sure you have all the information you need**
 - ▶ **Always end with a pleasantry:**
 - ▶ **Have a lovely day**
 - ▶ **It was very nice speaking with you**
 - ▶ **Let the caller hang up first**

LAST IMPRESSIONS

