

The Etiquette Professionals

Volume II Issue 7

Telephone Etiquette



Ask Tina

Q: Dear Tina,
What should I do if my cell phone rings when I am in a meeting?
-Sharon T., WA

A: Dear Sharon,
Turn your cell phone off immediately and allow the call to be answered by your voice mail.
.....

Q: Dear Tina,
What should I do about loud cell phone users in a restaurant?
-Beth G., NH

A: Dear Beth,
We are all sometimes bothered by loud and rude cell phone users in restaurants. Ask the waiter to speak with the cell phone user or ask to be moved to another table. Addressing the caller yourself is not always the best approach.
.....

E-mail your etiquette questions to Tina at:
Christine@EtiquetteProfessionals.com



The Etiquette Professionals

(701) 371-1413

Visit our website at:
www.EtiquetteProfessionals.com

...A message from the president.

Greetings, and welcome to the Etiquette Professionals on-line newsletter.

Each newsletter will visit a different area of etiquette, from business and international protocol to table manners and social skills.

Each newsletter includes a question column as well as helpful tips designed to improve your etiquette skill and knowledge.

I hope you enjoy your visit with The Etiquette Professionals. Let us help you improve your business and social skills by giving you the gift of confidence. I promise you that it will be a gift that will last a lifetime.

My best to you always,

Christine Chapweske, President /Consultant

Telephone Etiquette

I know, I know, you already know how to talk on the phone. But do you practice good speech habits? Are you aware of how you sound to the caller? Do you use phrases like, "Hold on a minute" instead of "One moment please"?

Speaking properly on the phone takes practice.

Let's review some common phone errors and ways that you can correct them.

Identify Yourself

Identify yourself when placing a call. Example: "Hello, this is Tracy from City Book Club, is Mark available?" Don't assume they know who you are.

Respect Other's Time

After you have identified yourself, ask your party, "Is this a good time to talk?" Try to avoid putting your caller on hold to answer other calls.

Speak Clearly

Believe it or not your posture can give you energy. Sit up straight and speak in a clear calm voice. Practice good speech habits and keep your tone of voice upbeat and friendly.

Leaving Messages

When leaving a message, be sure to state your name and return phone number first. Always leave a best time to return the call.