



# Telephone Etiquette Project

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# Tip 1

Be Prepared: Be ready to pick up the phone when a caller has called.

# Tip 2

Be Upbeat: Speak loud but not too loud so the person on the phone can hear you

# Tip 4

Be efficient: Speak how you would use your manners to represent yourself and how you would represent your business.

# Tip 5

Be Professional: Speak as if you have been taking calls your whole life.

# Tip 6

Be Courteous: Speak clearly so that your words can be easy to understand.

# Tip 7

Speak Clear & Slowly: When talking on the phone  
Speak Clear & Slowly so they can understand

# Tip 8

Introduce yourself: Start of with “hello and how may I help you?”



# Tip 9

Greet Customers appropriately: Ask “how are you doing today?”

# Tip 10

Ask the customer how can you help them out

# Tip 11

Listen to evening the caller's are requesting you to do

# Tip 12

Ask can they be on hold: When talking on the phone ask the person is it ok to place them on hold

# Tip 13

Proper Closing: Say a proper goodbye and have a nice day at the end of the call.

# Tip 14

Keep mouthpiece about two fingers away from your lips: So the people can hear you clearly

# Tip 15

Body language: Always smile and sit up straight when answering a call.

# Tip 16

Practice good listening skills: Like when someone speak to you listen to everything they say



# Script

Ring, RIng, Ring, RIng, RIng

Operator: Hello, good evening this is James you speaking to, how can I help you?

Caller: hello, I was calling to see if I can book an appointment.

Operator: Yes you can, who is the appointment for?

Caller: The appointment is for my son his name is AJ Smith

Operator: What would this appointment be for?

Caller: This would be for an eye scan appointment

Operator: Is that all for you today ma'am?

Caller: yes that will be all, thank you

Operator: There was no problem at all ma'am, I hope you have a great rest of your day.

## Conclusion Slide

When you answering a telephone you speak properly and do not speak inappropriately.

## Reference Slide

I learned the DO's and Don'ts when talking to a customer about the services they would like to get ahold of or what they would like to request and how to listen to the customer until they finish talking and how to not get distracted while on the phone with a customer.