

Business telephone etiquette

1. Write down three things you should always do when talking on the phone in a business situation.

- a)
- b)
- c)

2. Read the text below and complete it with the words in the box.

affects	aloud	concerns	greeting
hang up	interruptions	pick up	request

8 Business Telephone Etiquette Tips

- 1) Put on a smile before making or answering a phone call. When a person smiles it the sound of his or her voice, giving it a more pleasant and friendly tone.
- 2) Answer the call within three rings. You shouldn't let people wait too long but try not to the phone after the first ring as people might be surprised by that.
- 3) Say who you are when picking up the phone. "Hello" isn't exactly a business on the phone so start with saying your name and the company name as well as "How can I help you?".
- 4) Think about what you plan to say and discuss before you place a call. Write down what you want to discuss and the questions you want answered.
- 5) When a caller is speaking, listen to what he or she has to say without Nobody likes that and it's unprofessional.
- 6) Ask before putting someone on hold or transferring a call. This also gives the caller a chance to ask any other questions or express any other to you.

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- 7) Speak clearly and slowly, especially when leaving messages. Practice leaving your number, by saying it to yourself slowly.
- 8) When ending a phone call, do not the phone without a positive finish such as “Thank you for calling” or “Have a good day”.

Adapted from [Advanced Etiquette](#), [Mitel](#) and [Hubspot](#)

3. Discuss the questions.

- Why is it important to follow telephone etiquette for business calls?
- Which telephone etiquette tips from the text above have you used?
- How can these tips help you make your business calls better?
- Which three tips from the text above are most important in your opinion?

4. Write down five things you should never do when talking on the phone.

- a)
- b)
- c)
- d)
- e)

5. Compare your list with another student and make a list of “8 Don’ts of Telephone Etiquette”.