Telephone Etiquette

“Do’s”

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• Do answer the phone by the third ring
• Do have a plan for phone coverage during business hours
• Do ask, “May I ask who’s calling,” when screening calls for someone else
• Do offer options to hold, leave a message, or speak to someone else when the caller is trying to reach someone who is unavailable
Don’ts

• Don’t end the call without a positive note (i.e., “Thanks for calling”)
• Don’t say, “No problem”, say “You’re welcome”
• Don’t place a caller on hold without asking for permission
• Don’t forget to provide a phone number when transferring a call