**Phone Etiquette Tips**

1. Smile before you dial. Studies show people can hear the smile in your voice.
2. Be polite, but don’t worry if you make a mistake or fumble your words. You can laugh it off and try again (“Sorry, let me say that again...”)
3. Speak clearly and in complete sentences. Make sure you are holding the phone close enough to your mouth so the listener can clearly hear what you are saying.
4. Address people as “Mr. [Last name]” or “Mrs. [Last name]” unless they have specified that you can call them by their first name.
5. When trying to call a business or get information from an official agency, do not use the familiar tone and language that you might when talking to their friends or family. Use a more direct, businesslike approach on the phone.

* “Hello, this is [insert name]. May I please speak with [person you want to speak with]?”
* If the person is unavailable, you should always ask, “Can I leave a message?” or “When would be a good time to reach him/her?”
* Thank the person you spoke with before ending official calls.
* Always state your name, number, and reason for calling when leaving a formal voicemail.
  + - Example: “Hello, my name is [insert name]. My number is [insert number]. This call is for [insert name of person or department]. The reason why I am calling is [insert reason]. Please call me back at your earliest convenience. Thank you!

1. Challenge yourself to answer questions with more than just "yes" or "no."
2. Ask questions if you did not hear or understand something. Instead of answering with silence or "I don't know," say, "I'm sorry. I didn't catch that. Could you say it again?"
3. Speak up if necessary. Phone microphones are often poorly made, and the audio on the other end might not be audible. In these cases, it’s okay for you to speak up a bit and ask your conversation partner if they can hear you better.
4. If the person you are speaking to asks you to spell out a name, address, etc., do so clearly and slowly. You may also want to clarify letters that sound alike (such as B and D.) For example, you can say “B as in Boy” or “D as in Dog” – this helps the person on the other end know exactly which letter you are saying!
5. It’s polite to let the recipient know if your phone is on speaker.
6. If you drop a call, call the person back.
7. You may get asked a few questions if you are scheduling an appointment or something similar. If you aren’t sure of the answer and need to call the person back, let them know! It’s better to call back with the right answer than to make something up or be unsure.
8. End the conversation with a “Thank you!”