Telephone Courtesy

OUTLINE

INTRODUCTION

1. Never regard the telephone as a mere mechanical device, and thus use it mechanically.

2. Do not use the word, ‘Hello’.

3. For courteous consideration of the person at the other end of the line, have a pencil and paper ready always.

4. In speaking to the other party, use only the most courteous words and phrases and only the most pleasing and inflective voice.

5. Study the best words, phrases and descriptions, relevant to your business.

6. Speak on the telephone with special regard for your tones, voice, and degree of loudness.

7. End your sentences with rising, not falling inflections.

8. Make sure that your vocabulary, your grammar, your enunciation, your language in general, is pleasing, refined, intelligent, appropriate and adequate.

9. Keep your sentences short; your ideas clear, direct, practical, to the point.

10. Be sure the common courtesies are always used like: ‘good morning’, ‘thank you’, ‘surely’, and ‘Mr.’ or ‘Mrs.’, or brother and sister, etc.

11. In general, “phone as you would like to be phoned to”.

12. Be quickly ready to apologize or say, “I’m sorry”.

13. Get a smile into your voice.

14. Try to keep clear of nervous tenseness in your voice because it never registers as a calmly, courteous one.

15. Be always extra appreciative. It helps to counterbalance the disadvantage of not being personally present.

16. Resist every temptation to become drawn into an argument, dispute or contradiction.

CONCLUSION

Practical assignment