

# Phone Etiquette

<https://www.verizon.com/articles/Smartphones/cell-phone-etiquette/>

# Cell Phones at Work

- Be aware of your ringtone. Download a ringtone that sounds professional.
- Do not look at your phone during meetings.
- Do not place your phone on your lap.
- Focus on the person that should have your attention i.e. customer, client, coworker, boss, etc.
- Keep your personal calls private.
- Keep your phone out of sight.
- Silence your device.

# Cell Phones at Professional Gatherings

- Do not take photos without permission.
- When you do take photos, turn off your flash as a courtesy to others around you.
- Do not use your phone as a way to avoid social interactions.
- Focus on face-to-face networking.
- Keep your phone on silent.
- Verbally excuse yourself for important calls when necessary.

# Never Use Your Phone

- At theaters and other large gatherings of any kind
- While attending a religious service
- During a job interview
- At a funeral or a wedding
- When someone is talking to you
- While driving
- While you are eating a meal
- While you are studying

# How to Make a Call or Leave a Message

## Making a Call

1. Dial the number.
2. Hello. This is...
3. May I please speak to...
4. I am calling because...
5. Thank you for ...
6. Good-bye.

## Leaving a Message

1. Dial the number.
2. Hello. This is...
3. This message is for...
4. I am calling because...
5. I can be reached...
6. I look forward to speaking with you.
7. Good-bye.

# How to Answer the Phone

Hello.

May I speak to...

This is ...

I am calling because...

**CONVERSATION**

**CONVERSATION**

Thank you for calling.

Good-bye.

# Taking a Message

**Know for whom you are taking the message!**

Please be sure to get the following information from the caller.

- **name** (Ask them to spell it if necessary!)
- **phone number** (Repeat it back for accuracy.)
- **reason for call** (if applicable)
- **best time to return call**

# When Speaking or Attending an Online Meeting

- Always speak clearly and slowly.
- Mute when not speaking.
- Modulate your voice.
- Do not use slang or profanity.
- Never eat or drink.
- Always listen.
- Use proper titles.
- Have patience.
- Focus on the task at hand.



Please contact me at any time for the following:

- questions
- internships
- job opportunities
- volunteer opportunities
- help and guidance

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