



MIDWESTERN STATE UNIVERSITY

A Member of the Texas Tech University System

Human Resources Department
3410 Taft Boulevard Wichita Falls, Texas 76308-2099
Office: 940-397-4221 Fax: 940-397-4780

TELEPHONE ETIQUETTE

**YOU are the difference between a negative and positive experience on the telephone.
The phone is ringing; it's not an interruption; it's an opportunity to make a good impression!**

- Answer telephone calls promptly; by the **third ring**, the call should be answered.
- Always **identify yourself** and **your department** when answering a call.
- **Focus** your attention on the caller. **Do not** carry on other activities during the call. Discontinue other conversations, do not chew food /gum, type, or read emails, etc.
- **Treat each caller with respect**; be efficient, professional, polite, and responsive. Put a smile in your voice. Remember to say, "Please, Thank you, and I'm sorry."
- **Always use the "hold" button** when leaving the line. Be sure to tell the person that you are placing him/her on hold and then check back every 10-15 seconds.
- If the called party is not available, offer to take a message and ask the caller if he/she wishes to be forwarded to the person's voicemail. Be sure to **take a written message** with the caller's name and date/time of call.
- When the party called is not available, tell the caller that the person is **out of the office**. Never tell a caller that the person is out of town, in the restroom, or on the golf course, etc.
- Always **promptly return telephone calls** from messages that you receive.
- Find out which department can help a caller before transferring the call. Nothing is more annoying than being transferred from department to department.
- Tell the caller if you are transferring the call, and in case the caller is disconnected, include the name and number of the person to whom you are transferring. Stay on the line until the other party answers and then connect the caller.
- If a caller is upset or abusive, remain calm, be polite, and be sincere. If you are upset or defensive, you will make a bad situation worse.
- Personally record and update your voicemail message. **Check your voicemail messages daily**; and, if possible, return calls within 24 hours.