📞 Good Phone Etiquette

1. Answer Promptly and Politely
Aim to answer within three rings. Greet callers warmly, e.g.,
"Good morning, this is [Your Name], how can I help you?"

2. Speak Clearly and Calmly
Use a friendly tone, speak slowly, and enunciate clearly.

3. Listen Actively
Allow the caller to finish speaking. Show you're listening by acknowledging their points.

4. Take Accurate Messages
Record caller's name, contact info, date/time, and reason for calling.

5. Stay Professional
Avoid slang and personal opinions. Remain courteous even if the caller is upset.

6. Put Calls on Hold Properly
Ask for permission before placing on hold. Thank them when you return.

7. End Calls Politely
Confirm if there's anything else to assist with and close pleasantly, e.g.,
"Thank you for calling, have a great day!"

✉ Good Email Etiquette

1. Use a Clear Subject Line
Summarize the email content clearly.

2. Use Professional Greetings
Start with *Dear [Name],* or *Hello [Name],* unless familiar with the recipient.

3. Be Concise and Clear
Keep messages focused, using short paragraphs and bullet points if needed.

4. Use Proper Grammar and Spelling
Proofread to avoid errors.

5. Avoid ALL CAPS and Excessive Punctuation
ALL CAPS can seem like shouting. Use punctuation thoughtfully.

6. Be Polite and Courteous
Include *please, thank you,* and polite closings like *Best regards* or *Sincerely.*

7. Reply Promptly
Respond within 24 hours, if possible, even if only to acknowledge receipt.

8. Use Professional Signatures
Include your full name, title, and contact info.

9. Avoid Sensitive Information
Don't share confidential details unless secure and necessary.

10. Use "Reply All" Wisely
Only use it when everyone on the thread needs the message.

Submitted by Parwana Ayobi