

Name _____ **Telephone Conversations**



Telephone Etiquette

Etiquette means polite behavior. When using the telephone, you should always:

1. Identify yourself.
2. Focus on the call. Don't try to do other things while you are talking.
3. Be respectful of other people's time. Ask the person you are calling if it is a convenient time for them to talk, or if you are interrupting anything.
4. Do not call too early in the day or too late in the evening.
5. If you leave a voice mail message, be brief. Make sure you leave your name and details about why you called.

DIRECTIONS: Imagine you are the caller. Complete the following conversation:

Hello.

You're speaking to her.

Sure, I can talk now. What can I do for you?

That sounds wonderful. Thank you.
