

TELEPHONE MANNERS

Some guidelines for telephone use are given below to help promote class discussion:

1. The one closest to the phone should answer it.
2. Say, "Hello", with a clear and pleasant voice.
3. Give your name when you call someone. Say, "Hello, this is Brad, may I please speak to Sue?"
4. When you answer the phone and it is for someone else say: "Hold on a moment and I'll get him/her." Gently, put the phone down and go to the requested person to tell him/her. **YELLING FOR THEM IS BAD MANNERS!**
5. If the caller doesn't identify himself/herself, and the person he/she wants to talk to isn't home, ask first, "Who's calling please?" After you get a name, ask, "Would you like to leave a message?"
6. Never give a stranger your phone number. First ask what number he/she is calling. Then tell the caller if this is the right or wrong number.
7. If the call is for a parent and they are not home, never give out that specific information. Just say they are unable to come to the phone right now and ask if you can take a message.
8. Take and write down messages as requested and leave them where the person can find them!
9. Be respectful of other family members' rights to the phone.
10. Don't chew gum or eat while on the phone.
11. Don't keep the caller waiting too long.
12. Don't sing, hum or make distracting noises while on the phone.
13. Don't say, "Guess who?" You might be disappointed if they don't say your name!
14. Don't let small children answer the phone; it is annoying to caller.
15. Keep phone conversations short. You can wear out you welcome.