

# PHONE ETIQUETTE 101

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Here are a few tips to encourage **positive interaction** when communicating over telephone.

## Be courteous.

Use normal tone of voice to foster positive mood and to convey politeness. Refrain from using loud voice. Exercise restraint so that emotions do not hamper exchange of information.



## Use proper titles.

When speaking to someone especially at first encounters, it is important to use applicable honorifics such as Mrs., Mr., Dr., etc. when addressing the person.



## Be considerate.

There may be instances that callers would need to be placed on hold due to high volume of calls received. On the part of the operator, seek permission before putting a client on hold and return to the call as soon as possible.



## NEED HELP?

✉ [helpdesk@dlsud.edu.ph](mailto:helpdesk@dlsud.edu.ph)  
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