

Union of Saints

Normal phone etiquette helps conversations stay respectful, efficient, and professional. Whether you are speaking with family, friends, clients, or colleagues, these practices are widely considered good manners.

Before Calling

- Call during reasonable hours unless it is an emergency.
- Consider sending a text first if the call is unexpected.
- Have a clear purpose for the call.
- Find a quiet place if possible.

Answering the Phone

- Answer within a few rings when you are able.
- Greet the caller politely.
- Identify yourself if appropriate.
- Speak clearly and at a moderate pace.

Example:

"Good morning, this is Sarah speaking."

During the Conversation

- Listen without interrupting.
- Avoid talking over the other person.
- Be respectful, even if you disagree.
- Stay focused on the topic.
- Avoid speakerphone unless everyone knows and agrees.
- If others are present, let the caller know if they may be overheard.
- Do not eat loudly, chew gum, or engage in distracting activities.
- Minimize background noise.

If You Need to Put Someone on Hold

- Ask permission first.
- Wait for their response.
- Keep the hold brief.

- Thank them for waiting.

Example:

"Would you mind holding for just a moment?"

If You Miss a Call

- Return calls as soon as reasonably possible.
- If you cannot answer, let the caller know when you can speak.
- Listen to any voicemail before returning the call.

Voicemail Courtesy

- Leave your name.
- State your reason for calling.
- Leave your phone number slowly and clearly.
- Keep the message brief.

Example:

"Hello, this is John Smith. I'm calling regarding tomorrow's meeting. Please call me back at 555-123-4567. Thank you."

Ending the Call

- Confirm any next steps if needed.
- Thank the other person for their time.
- Allow both parties to say goodbye before hanging up.

Example:

"Thank you for your time today. Have a wonderful afternoon."

Professional Phone Etiquette

- Be punctual for scheduled calls.
- Keep a courteous and professional tone.
- Avoid multitasking during important conversations.
- Take notes if discussing important information.
- Protect confidential or sensitive information.
- Follow up in writing if important decisions or instructions were discussed.

Cell Phone Courtesy

- Silence your phone during meetings, worship services, performances, and medical appointments.
- Step away before taking personal calls in shared spaces.
- Avoid using your phone while driving unless using a legal hands-free option.
- Respect others' privacy by not recording conversations without permission where required by law.

Common Courtesies

- Say "please" and "thank you."
- Introduce people when making a three-way call.
- Apologize if you accidentally interrupt or disconnect.
- Be patient if there are technical issues.
- Respect the other person's time if they need to end the conversation.

At its core, good phone etiquette comes down to five principles:

1. Be respectful.
2. Be attentive.
3. Be clear.
4. Be patient.
5. Be considerate of the other person's time and privacy.

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