



Six Steps for Professional Telephone Etiquette

1. **BE ALERT** – Show you are wide awake and willing to help the person calling.
2. **BE FRIENDLY**- Put a smile in your voice.
3. **SPEAK DISTINCTLY**- Use your natural voice. Pronounce words clearly, paying particular attention to word endings and numbers.
4. **BE EXPRESSIVE** – let the caller know that their call is important. Use a moderate rate and volume of speech and avoid a monotone delivery; no one wants to feel like they are speaking to a computer.
5. **BE CONSIDERATE** – DO NOT try to carry on two conversations at once. A caller should not feel he/she is competing for your attention.
6. **BE COURTEOUS** - Use common courtesy words such as, "Thank you, "Please" and "You're Welcome".

Remember your telephone is the doorway to CSU. Callers will judge CSU by the welcome they receive and the helpfulness of your telephone attitude.