PHONE & EMAIL ETIQUETTE

Phone Etiquette

When Your Call is Answered

- Speak slowly and clearly.
- Introduce yourself and place yourself in context, i.e., “Hi, my name is Terry Pilgrim and I am calling as a prospective graduate student.”
- Ask for who you wish to speak with directly, i.e., “May I speak with Carol Johnson in Graduate Admissions?”
- If your call has to be transferred, thank the answerer for her/his assistance.

Leaving a Message

- Speak slowly and clearly.
- Include your name, phone number, and the reason you are calling.
- Repeat your name and phone number. For example: “My name is Jill Crane and I am calling to speak with you about the social work position that is open in your department. My number is 617-555-1212; that’s 617-555-1212 and my name is Jill Crane.”

Cell Phone Use

When you are interacting with others, whether it is in a meeting or class or during a meal or conversation, turn your cell phone to silent or vibrate. Allow non-emergency phone calls go to voicemail. If you are expecting an emergency call that truly cannot wait until after your present activity, let those with whom you are meeting know that you might receive an emergency call, and politely excuse yourself to take or return the call. Do not speak on your cell phone while you are interacting with other people.

Remember that your telephone conversation in public settings may not only be disruptive to others, but bystanders can also hear your side of the conversation. When using the telephone in any public setting do not discuss professional business such as your company or organization’s plans, projects or deals, or share comments about your colleagues in public settings such as elevators, restaurants, sidewalks or public transportation. If you have to conduct business on the telephone while you are away from your office, move away from others to a private location to ensure that your conversation maintains confidentiality.

Email Etiquette

Email is an accepted and expected mode of communication in the work world. Messages are sent to specific individuals but they can actually gain more public visibility through forwarding, copying and even human error. Never write an email that you would not want to be seen by strangers.

- Use proper spelling, grammar and punctuation.
- Answer swiftly.
- Do not attach unnecessary files.
- Do not overuse the high priority option.
- Do not write in CAPITAL LETTERS.
- Read the email before you send it.
- Reply to the appropriate person or group, using either Reply to Sender or Reply to All. Do not overuse Reply to All.
- For mailings use the bcc: field or do a mail merge.
- Do not overuse abbreviations or acronyms that others may not understand.
  - Do not use abbreviations such as “ttfn” or text messaging spelling.
- Use emoticons sparingly and never in professional correspondence.
- Be careful with formatting that may not translate properly through email.
- Take care with rich text and HTML messages.
- Never forward chain letters or virus hoaxes.
- Do not copy a message or attachment without permission.
- Do not use email to discuss confidential information.
- Avoid using URGENT and IMPORTANT in the subject line or body of the email.
- Don’t send or forward emails containing libelous, defamatory, offensive, racist or obscene remarks.
- Keep your language gender-neutral.
- Do not reply to spam.
- Use cc: field sparingly and appropriately.
- If You Send It From the Office, It Comes From The Office—keep your language and subject matter professional, discreet and formal.
- Never write or send an email flame.

Your Outgoing Telephone Message and Email Address

During a job search, remember that employers will be learning about you and contacting you in a number of ways. An employer may have to leave a message for you on your voicemail. The recorded message on your phone should be simple and professional, simply stating that you are unavailable and inviting the caller to leave a message. Avoid extraneous music, jokes or favorite quotes.

Your email address is another important component of your job search because many employers will be using it extensively to contact you. Your Brandeis email address is a good choice because it (usually) contains your name and connects you with a prestigious university. If you use a non-Brandeis account such as Gmail, Yahoo or AOL, be sure that the identity part of your address is professional.

Phone and Email Etiquette – Brandeis University
Source: http://www.brandeis.edu/hiatt/students/careertoolbox/etiquette/phoneemail.html