

# C y b e r B r e a k

March 9, 2007

## Coming up next week. . .



Spring Forward!

It's Daylight Savings!

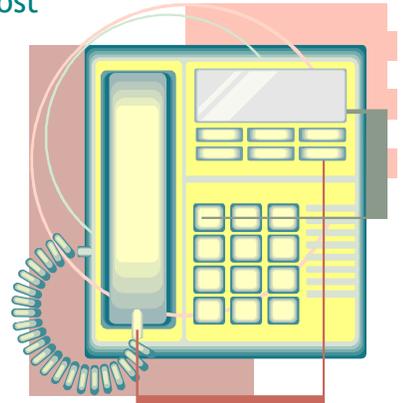
Don't forget to change your clocks ahead by 1 hour on Saturday Evening to reflect the time change.

## How do you present yourself?

In today's world where competition is everywhere, first impressions do make a difference. We were all taught as children to have good manners—being polite and make others feel comfortable and important—but how does that apply to the working world? Well, it is the good manners and the small gestures of respect and courtesy that maintain customer satisfaction and provide a great foundation for a relationship. Here are some tips on telephone manners:

### Telephone Manners

- Telephone manners start before you even say “Hello.” In general, most phone calls should be answered by the 3<sup>rd</sup> ring.
- If your co-worker is too busy to take phone calls or is unable to answer the phone, try offering your assistance by saying, “Is there anything that I can help you with?”
- The sooner you can return a call the better, and calls should be returned within a 24-hour period. If you are unable to return the call within a decent time, have someone return the call for you.
- Try to find the answer to the caller's questions or forward the call to the correct department. However, out of courtesy, return calls even if you cannot answer the question. It gives the caller an opportunity to find the answer elsewhere.
- If you use voicemail to answer your calls, provide an expected time of return so callers will know when you will be available. Inform your co-workers as well, so they can accurately notify the caller when you will be available.
- If you tell someone you will call them at a certain time, you have made an appointment. Similar to in-person appointments, notify the person (or have a co-worker notify the person), reschedule, and apologize for the inconvenience if you are unable to make the appointment.



**“Curious things, habits. People themselves never knew they had them.”**

**- Agatha Christie**

**FEEDBACK:** Have ideas, suggestions, comments or contributions for future editions of CyberBreak? Please email them to Johanna Gan at [jgan@swlaw.edu](mailto:jgan@swlaw.edu)