

# PHONE ETIQUETTE ~ THE BASICS

- Greeting
  - “Good morning”
  - “Good afternoon”
- Identify department reached
- Identify self
- “How may I help you?”

Examples:

- “Good morning”
  - “Education, Employee Health and Wellness, Infection Prevention”
  - “This is Heather”
  - “How may I help you?”
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- “Good afternoon”
  - “Human Resources”
  - “This is Pam”
  - “How may I help you?”
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- “Good afternoon”
  - “Marketing”
  - “This is Devyn”
  - “How may I help you?”