**MDES Telephone Etiquette**

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| **Do’s** |  | **Don’ts** |
| * Always be 100% focused on the caller
 |  | * Don’t be distracted by co-workers
 |
| * Smile each time you answer the phone
 |  |  |
| * Always say “Good Morning” or “Good Afternoon”
 |  | * Avoid singing or humming while on a call
 |
| * Always state your name on each call
 |  | * Never give out phone numbers or email addresses of co-workers without permission
 |
| * Always say: “How may I help you?”
 |  | * Never answer the phone by just saying hello, yo or yep
 |
| * Answer the call within 3 rings
 |  | * Never use curse words while on a call
 |
| * Speak clearly in a normal tone of voice
 |  | * Don’t use slang or jargon when speaking to a customer
 |
| * Address callers as Mr., Ms., Mrs. or sir or ma’am
 |  | * Never yell or shout at a caller
 |
| * Actively listen to the caller
 |  | * Do not eat or drink while talking to a caller
 |
| * Summarize the caller’s request, questions or concerns
 |  | * Never leave a caller on hold for long periods of time
 |
| * Build a rapport with each caller
 |  | * Do not blind transfer a call to another co-worker or your supervisor
 |
| * Empathize with the caller
 |  | * Never be rude or patronizing to a caller
 |
| * Ask the caller permission to put them on hold
 |  | * Don’t let your voice messages go unread
 |
| * Check back with the caller periodically if you put them hold
 |  | * Never leave a co-worker or a customer guessing if or when you will be returning a call
 |
| * Thank the caller for being on hold
 |  |  |
| * Explain why you are transferring a call
 |  | * Don’t be distracted by being on social media or reading personal material while on a work-related call
 |
| * Ask permission to transfer the caller
 |  |  |
| * Always ensure the transfer is completed correctly
 |  |  |
| * Set up your desk phone’s voice message that state’s your name, you are out of the office, when you will return and who is filling in on your behalf (if applicable)
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| * Forward your calls from your desk phone to your cell phone or another phone number whenever you are working away from your office
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**MDES Email Etiquette**

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| **Do’s** |  | **Don’ts** |
| * Ask yourself if email is the best method of communication before sending an email
 |  | * Never use all **CAPS** when composing emails
 |
| * Check your grammar, spelling, capitalization and punctuation before sending an email
 |  | * Never hare private information unless you want that information potentially sent to someone else
 |
| * Password protect all document that are sent in emails
 |  | * Don’t use inappropriate font styles and colors for business emails
 |
| * Proofread your emails before hitting send
 |  | * Don’t use negative tones or language in emails
 |
| * Always have a clear, direct subject line for your emails
 |  | * Avoid using laid-back or colloquial expressions in your salutations in an email
 |
| * Check to make sure when you hit reply all, that everyone in the email should be included in your response
 |  | * Don’t overuse exclamation points. Don’t use multiple exclamation points to make a point**!!!!!!!!!!!!!!**
 |
| * Have a basic signature block with your name, phone number and email address if possible
 |  | * Never hit reply all until you have read and understood everything written in an email. It may not be appropriate to reply all.
 |
| * Keep language gender neutral in emails
 |  | * Avoid using emojis or emoticons in professional emails. 👀😂😜😁
 |
| * Reply to all emails even if not intended for you.
 |  | * Do not leave out the message thread when replying to an email.
 |
| * Double check the recipients of the email before hitting send.
 |  | * Avoid the overuse abbreviations or acronyms
 |
| * Use copy and blind copy correctly
 |  | * Don’t forward junk/spam email to co-workers
 |
| * Make sure that your attachments are included before sending your email
 |  | * Do not overuse the **High Priority Function!**
 |
| * Reply to emails in a timely fashion
 |  | * Do not overuse the delivery and read receipts for emails
 |
| * If you are going to be out of the office for long periods, set your “Out of Office” message correctly
 |  | * Avoid making emails longer than they should be
 |
| * Always be cautious when using humor or sarcasm in work emails. It is always best to avoid humor and sarcasm due to misinterpretation or offending someone
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