

PHONE SKILLS



When to Call?
When NOT to Call?

The Most Important Thing to Remember: **MANNERS!!**



Where Are You Calling From?
Background Noise?
Privacy?
Whose Phone?



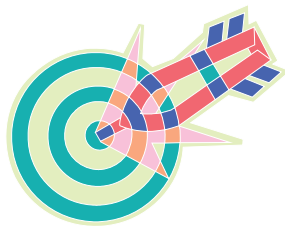
Where is the Person You're Calling?
Home? Work?
Using Cell Minutes?
Using Someone Else's Phone?



What Should You SAY ABOUT YOURSELF When You Call?



What Should You ASK THE PERSON Who Answers the Phone?



Get to the Point!



Be Polite and Professional



DON'T Waste Their Time!

