

TELEPHONE ETIQUETTE

To maintain a high standard of service excellence while in the Remote Work/Work From Home program, we would like to enlist your assistance to ensure a unified professional tone with all of our faculty and staff members.

To that end, please review the suggested telephone etiquette below:

RECEIVING TELEPHONE CALLS WHILE WORKING REMOTELY

- To receive incoming calls from your office telephone, you may forward calls to your personal phone number.
- If you're unable to answer the call immediately, please respond to voicemails and missed calls within one (1) hour of receiving them.

DURING A TELEPHONE CALL

- If forwarding calls to your personal telephone, answer the phone promptly.
- Begin each telephone conversation by making a personal connection.
- Be present. Make the caller the focus of your attention.
- Make sure to identify yourself, department and/or FIU if appropriate.
- Pay close attention to your tone of voice. Remember: it's not only what you say, it's how you say it.
- Sample greetings:
 - External calls or those of an unknown origin:
"Good (morning/afternoon/evening), Florida International University, this is (your name). How may I assist you?"
 - Internal calls:
"Good (morning/afternoon/evening). Thank you for calling (name of department). This is (your name). How may I assist you?"

HOLDS

- Before placing a caller on hold, ask the caller's permission. For example: "Are you able to hold while I research this for you?"
- Provide periodic updates if the additional hold time will exceed one minute.
- When returning to the line, thank the caller for holding and apologize for the wait.
- If more time is needed, offer to return the call, agree on a time, and exchange phone numbers.
- If another individual will be placing the follow-up call, let the caller know who to expect.

VOICEMAIL

- Voicemail greetings should be updated during the Remote Work/ Work From Home program period. Please see below for a standard FIU voicemail greeting and an out of office greeting:
 - Standard FIU Voicemail Greeting:



Thank you for calling the (Division or Department) at FIU. You have reached the voicemail of (Name, title and Department name if it's not already stated in your title).

FIU has transitioned to remote work in response to the coronavirus pandemic.

During this time, the university is operating with employees working from home and students using remote learning.

Please leave a message and I will return your call as soon as possible.

For up-to-date information please visit fiu.edu/coronavirus

Thank you and have a great day.



- Out of Office Greeting:



Thank you for calling the (Division or Department) at FIU. You have reached the voicemail of (Name, title and Department name if it's not already stated in your title).

FIU has transitioned to remote work in response to the coronavirus pandemic.

During this time, the university is operating with employees working from home and students using remote learning.

I am currently out of the office, however, you may reach X (Name and Title) at (Phone Number) during my absence for assistance.

For up-to-date information please visit fiu.edu/coronavirus

Thank you and have a great day.



SUPPORT

For additional support, please contact the Human Resources Service Center at (305) 348-2181 or via email at hr@fiu.edu.

