



K L University
(Koneru Lakshmaiah Education Foundation)
Estd. u/s 3 of UGC Act 1956

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Constituent College KLCE Accredited by NAAC with CGPA 3.76/4.00
Approved by A.I.C.T.E ± Accredited by N.B.A.± ISO 9001-2000 Certified

Academic Staff College

12.09.2016 TO 13.09.2016

2-Day Workshop on “PHONE AND EMAIL ETTIQUETTE” by Mr.N.Ranzith Kumar Psychologist and Psychotherapist, Vijayawada was organised by Academic Staff College for front office staff from 12.09.2016 to 13.09.2016 in Rose Hall.

The resource person mentioned the importance of injecting some etiquette into the communications and this can make just make new friends and influence co-workers, customers, or prospects.

Phone etiquette:

- Always have a purpose for the call
- State your name and reason for the call
- Ask if it's a convenient time to talk
- Keep conversations brief and to the point
- If one have to leave a message, be concise and choose words carefully.
- Stick to what is needed, the timeline, and contact information.
- Repeat the phone number twice
- Speak slowly

Email etiquette:

- Don't use email in place of a phone call or personal meeting
- Frequently save the email as it is being framed so that it will not be lost
- Proofread (twice!) before hitting the send button
- Don't use uppcase or excessive punctuation, as this may indicate a certain tone one may not want to convey – and one others won't be receptive to
- Use bold and italics sparingly – for emphasis only.
- Reference attachments in the body of the message
- Be succinct. Save the longer conversations for phone calls or in-person meetings.
- Give direct instructions as to what is needed or clearly state what one is responsible for (i.e., next steps) Indicate timeline and protocol for follow-up
- Select a subject line that is targeted and relevant to the overall message
- Be cautious when “replying to all”. Make sure that the original email warrants a reply to all parties.
- Don't write anything in an email that one wouldn't say to someone's face!



Mr. Ranzith Kumar N, Psychologist and Psychotherapist explaining "Phone and Email etiquette" office staff



Front office staff actively learning email and phone etiquette