**Memorandum**

**Re. Memo for the Phone Etiquettes at Workplace, to be Executed and Contrived Immediately**

Dear Employees,

This letter serves as a memorandum for the phone etiquette in the office. This letter has been drafted to shortlist the principal manners that are to be followed during office hours. That is why it is requested to read the letter carefully and grasp the key points of this memo. These manners should be observed in the workplace to ensure the professionalism and efficacy of the working attitude in the office. The manners non-compliant to the enlisted etiquette would be cited as non-professional and hence discredited.

Offices are the places where we spend most of our day. We spend five days a week at work which means we spend almost one-third of our life at the workplace according to a recent study. Phones are one of the most essential parts of the essentials we carry with us. Without a phone, we do not feel complete and feel like not having enough around. Therefore, phones are also another important part of you in the offices as it plays important role in our work life. Without a phone, we would not be able to communicate effectively and with the fast pace of time. Therefore, we need some principal and valuable etiquette to follow while using the phone in the office.

Enlisting the etiquettes is one of the significant things to do as employees must be ascertained through the authorities and make sure the compliance. These etiquettes are shortlisted to ensure a professional and optimistic ambiance at the workplace. You are requested to follow these principal rules cum etiquette while using a phone during office timings.

First of all, it is part of phone etiquette at work to minimalize texting during work. One should use email service or calls to communicate with the other departments. Secondly, keeping your tone low at the call will be encouraged and appreciated hence a louder tone might disturb the other members working nearby. Thirdly, it is to be observed that you keep all your personal calls and text messages away from your working desk. Keeping your phone in silent mode is recommended. You are advised to refrain from bringing phones to the meetings.

Moreover, if you receive a call from another department or a client/customer, you are advised to speak politely and do not rush to hang up. Instead, you are advised to end the call by asking for further assistance. Meanwhile, it is instructed not to make the customers/clients wait by keeping them at hold on the calls. If you have to keep the caller on hold for any reason, ask them to call at another given time. Stay clear in your speaking, explain the query in an influential way, do not rush to complete your sentence in a sigh, and do not get offended in any way. If you receive any of the unprofessional or offensive calls, please report to the Human Resources Internal Affairs Management.

Following calling extensions can be used in future,

Customer Care 2119  
Human Resources 2120  
Public Relations Office 2122  
Planning and Development 2123  
Internal and Outside Sales 2130  
Administrator’s Wing 2131

For more, please contact me at +[X] or write at [X]. We shall be delighted to acknowledge and respond to your queries. Thank you in anticipation.

Regards

John Philips  
The Managing Director  
Gross Logistics Internationals (GLI)  
G-21, 3rd Turner Road, San Francisco  
CA, USA