








## Caring Framework: Telephone Etiquette

	Key Behavior		Words that Work to Support Key Behaviors
	<b>INTRODUCE</b>	Discontinue conversation, answer the phone within 3 rings, and use friendly tone of voice. Thank them for calling, give the department name, and state your name.	<i>"Good morning/afternoon, thank you for calling ____ [department] at Zuckerberg San Francisco General, my name is ____."</i>
	<b>CONNECT</b>	Inquire as to how you may offer assistance.	<i>"How may I assist you?"</i>
	<b>ASK</b>	Ask if there are any additional requests or questions.	<i>"Is there anything else I may help you with or answer questions for you?"</i>
	<b>RESPOND</b>	Respond to request, indicating that it would be your pleasure to assist.	<i>"It would be my pleasure to follow up on that request."</i>
	<b>EXIT</b>	Exit courteously by asking if anything else is needed, restating your name, and by saying thank you.	<i>"Is there anything else I may assist you with? Again, my name is _____. Thank you for calling Zuckerberg San Francisco General."</i>