**6 Golden Rules of Good Business Telephone Etiquette**

**Level: intermediate**

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You should begin with a good lead-in. Explain why you call with one or two sentences. Especially if you don’t know the person you are talking to this is important to create a good atmosphere on the phone. Be precise about why you are calling and make the person on the other end understand the whole context.

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Always be relevant and clear. Don’t say things that are not important and make the other person lose his/her attention. The other person should understand what you want. Make sure you get your message through. This is efficient communication.

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Make sure you know as much as you can about the person you are calling. Think about the reason for your call. Find a good time to call. Plan your call and think about what you want to say when.

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Sometimes it is good to give details to get your message through. Do not think that the other person knows automatically what you mean even though you don’t say it. The person on the other end cannot guess your thoughts. Say what you want to say and be specific.

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If you don’t know the person you are talking to on the phone, speak properly and adequately. Don’t use colloquial language. Until you have established a friendly relationship it is better to stay formal.

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Always stay calm and don’t lose your temper – even though the person on the other end is annoying or unfriendly. Do not rush the other person by getting impatient. Give the other speaker time to say what he wants to say and don’t try to fill the pauses by saying something if there is no need to.

**Tasks:**

1. Read the text and look up all the words you don’t understand.
2. Create an info-sheet with 6 golden rules of good behaviour in German.

**Lösung:**

**Die sechs goldenen Regeln der Telefon-Etikette**

1. Nennen Sie den Grund Ihres Anrufes gleich am Anfang, direkt nach einem einleitenden Satz.
2. Drücken Sie klar und deutlich aus, was Sie sagen möchten.
3. Finden Sie soviel wie möglich über die Person, mit der Sie telefonieren, heraus. Erkundigen Sie sich nach den Grund des Anrufes. Wählen Sie eine günstige Zeit für Ihren Anruf.
4. Nehmen Sie nicht an, dass der Gesprächspartner alles das schon weiß, worüber Sie sprechen. Geben Sie ihm detaillierte Informationen.
5. Vermeiden Sie Umgangssprache, wenn Sie den Gesprächspartner nicht kennen.
6. Bleiben Sie ruhig und gelassen. Geben Sie dem Gesprächspartner Zeit, sein Anliegen zu formulieren.