



**Dealing with common  
conversational “faux pas  
mobiquette”**



## Dealing with common conversational “faux pas mobiquette”

Mobiquette refers to certain guidelines that individuals need to adhere to while using the hand phone at the workplace

Situations may arise that will put you in a desperate position when it comes to work-related phone calls. One of these awkward situations is when you have to deal with an angry or rude individual on the phone. This is particularly tough if this customer is totally unreasonable.

When dealing with such individuals, it is important to bear the following points in mind:

- ❑ **Keep a notebook by your phone desk:** This will help your ability to recall certain information about the caller. It is wrong for you to ask an angry client for his name during the course of your conversation.
- ❑ **Answer quickly:** Leaving a caller hanging on a ringing line is unprofessional. Answering quickly shows your business is efficient and this can reduce the tension in the rude client.
- ❑ **Wear a smile:** When you smile, your tone becomes more positive and friendly. Smiling prevents you from raising your voice at your client.



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Impossible is a  
Reality!

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- ❑ **Speak slowly, clearly and professionally:** Enunciate every word and avoid using sloppy language like “uh-huh”, “yeah” or “nope”. Do not use slang words or poor language. Respond clearly with “yes” or “no” when speaking. Never use swear language.
- ❑ **Demonstrate sincere sympathy and understanding:** Let the caller know that you understand how he feels, use words that are soothing. Words like;
  - I understand,
  - I’m sorry for any inconveniences this has caused you,
  - Kindly bear with us,Keep using words and statements that show you know how they feel.
- ❑ **Listen more, speak less:** Practice active listening skills. Pay attention to the caller, remove yourself from any form of distractions, and do not argue or interrupt the customer. It is a good habit to verbally repeat the information received from the caller when taking the message. Verify what you heard and transcribed the message accurately.
- ❑ **Use correct grammar:** You have an angry client, you do not want to aggravate the matter with bad grammar. Speak in simple English language. Use polite words to make requests. For example, “can”, “may” or “should”.



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- ❑ **Call your clients by their names:** Make use of the caller’s name as much as possible during the call. This adds a personal touch and shows that you are listening. For example, “Mr. John Mark, speak on I can hear you”.
- ❑ **Hold on:** If you are unable to grant the request of your client, you can place the caller on hold while you seek for help from a colleague. Before you place the caller on hold, ensure you seek his permission to do so. For example, you may say: “Can I place you on hold?” Never place any caller whether rude or polite on hold without due permission
- ❑ **Ending the call:** Never be in a haste to end the call, ask the caller if everything he called for has been answered. For example, “*May I ask if there are other things you would like to clarify?*” Thank the caller for his time and thank him for choosing your business. Do not hang up first, you may not know if there are other things the caller has in mind. Some people take offense if you hang up on them. They think you are trying to get them off the line. Make sure you hear the end click of the phone before you drop the call at your own end.



*“The test of good manners  
is to be able to put up pleasantly  
with bad ones.”*

*- Wendell Willkie*

# Thank you



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