Making calls:
- When you place a call, identify yourself right away.
- If the phone gets disconnected, then the person making the call should redial the number.
- If you dial the wrong number, apologize before hanging up.
- If you get someone’s answering machine, don’t hang up—leave your name, number, and a brief message.

Receiving Calls:
- When answering the phone, just say “Hello” or “______ Residence.”
- If the person is calling for someone else and doesn’t identify themselves, politely ask “Who’s calling please?”
- If the person is calling for someone who isn’t there, just tell them that that person is not available, but you would be happy to take a message.
- If someone dials the wrong number, just tell them politely that they’ve dialed the wrong number.

Taking a Message:
- Always offer to take a message for someone who is not available.
- Be sure to write down the three “W”s—Who called, When they called, and Why they called.
- Leave the message in an area that the person will easily find it (next to the phone, on a bulletin board, on the fridge, or on the counter).