**Gadgets, Inc. Employee Handbook**

***Telephone***

When answering the telephone, greet the caller by saying “Good morning, Gadgets, Employee speaking.” If the caller requests to speak to someone other than yourself, respond by saying “May I tell Employee who is calling?” When transferring the call, alert Employee to the caller’s identity.

When calling a client, announce yourself at the beginning of the call by saying “Hello, this is Employee from Gadgets, Incorporated.”

When initiating a telephone conversation, begin by asking the client if he or she has time to talk. Next, get directly to the point of the call. Close the conversation by briefly summarizing the discussion.

***Meeting***

Gadgets regards the client as the most important individual at any meeting. When introductions are in order, say something similar to “Mr. or Ms. Client, I’d like to introduce Employee.”

Use a handshake for greeting.

Wear a name tag high on the right shoulder.

Personally accompany clients while they are on the grounds of Gadgets.

***E-mail***

In an e-mail message, address the client as you would in person. For example, Client Z should be addressed as Ms. Z unless you would address her by first name in person.

Do not type a message in all uppercase. Using all capital letters is the equivalent of shouting.

Keep the message professional. Get directly to the point. Do not include jokes or emoticons.

Use a signature block that includes your full name, your title, and the Gadgets, Inc. name.