

SOP Template: Telephone and Email Communication Etiquette

This SOP defines **telephone and email communication etiquette**, focusing on professional and courteous interaction through phone calls and electronic mail. It includes guidelines for greeting and answering calls, clear and concise message delivery, appropriate tone and language, email structure and formatting, timely responses, confidentiality considerations, and effective handling of inquiries or complaints. The objective is to enhance communication efficiency and maintain a positive organizational image through consistent and respectful communication practices.

1. Purpose

To establish standardized practices for telephone and email communication to ensure professionalism, clarity, and consistency within the organization.

2. Scope

This SOP applies to all employees communicating internally and externally via telephone and email on behalf of the organization.

3. Responsibilities

- All employees must adhere to these guidelines during telephone and email communications.
- Supervisors are responsible for monitoring and ensuring compliance.

4. Procedures

Aspect	Guidelines
Telephone Communication	<ul style="list-style-type: none">• Answer Promptly: Answer calls within three rings whenever possible.• Greeting: Greet the caller warmly, state your name and department.• Active Listening: Listen carefully; avoid interrupting.• Tone & Language: Use polite, clear, and professional language. Avoid slang and jargon.• Message Delivery: Speak clearly and concisely. Repeat key information when necessary.• Hold & Transfer: Ask permission before placing on hold or transferring; explain the reason.• Ending Calls: Summarize key points, thank the caller, and end politely.• Handling Complaints: Remain calm, listen without judgment, and escalate if necessary.• Confidentiality: Do not disclose sensitive information over the phone unless authorized.

Email Communication	<ul style="list-style-type: none">• Email Address: Use official organizational email for work-related correspondence.• Subject Line: Be concise and accurately reflect the email content.• Greeting and Closing: Begin with a formal greeting; close with a courteous sign-off (e.g., "Best regards").• Clarity & Structure: Use paragraphs, bullet points, and headings where appropriate for readability.• Language & Tone: Be polite, professional, and straightforward. Avoid humor or sarcasm.• Attachments: Reference and label all attachments clearly; avoid large files unless necessary.• Timeliness: Respond to emails within 24 hours when possible, or set expectations for delayed replies.• Confidentiality: Do not include sensitive information in emails unless essential and authorized. Use encryption if necessary.• Handling Inquiries/Complaints: Acknowledge receipt, provide a solution or escalate as needed, and follow up until resolved.
----------------------------	--

5. Training

All staff shall receive induction and periodic refresher training on communication etiquette procedures and updates.

6. Documentation

- Maintain records of training sessions.
- Document customer complaints and their resolutions.

7. Review & Update

This SOP shall be reviewed annually or as needed to ensure relevance and compliance with best practices.

8. References

- Company Communication Policy
- Industry Best Practice Guidelines