



RESPECT WORKS!

DOS AND DON'TS FOR WORK EXPERIENCE STUDENTS

Episode Two – Respect your Phone

Starring

Dave (cafe worker)

Francesco (work experience student)

Michael (I Viaggi di Tels life-coach)

As a class, watch the video 'Respect your Phone' with Dave, Francesco and Michael.

Comprehension Questions:

1) Why is Francesco not benefitting from work experience at the this video?

2) What does Dave say should you 'get rid of' before using the espresso machine?

3) Where does Michael suggest keeping the telephone?

4) What should Francesco do while the boss is talking, according to Michael?

5) What should Francesco before checking the messages, according to Michael?

7 RULES OF OFFICE PHONE ETIQUETTE

Business ¹etiquette expert and founder of the Protocol School of Palm Beach, Jacqueline Whitmore knows the best ways to ²handle your phone at work. We spoke with Jacqueline to outline the top tips every employee should know.

1. Keep your phone out of sight

Jacqueline notes that most employees should keep their phone ³tucked away in their coat or bag. However, for those workers who are on call, like doctors, Jacqueline says it's okay to keep it on your desk, but to make sure it's on silent.

2. Text minimally

"It depends on your position in the company and what's going on in your life," says Jacqueline about how much texting you can do at work. "But I wouldn't want my boss to see me texting all the time because it looks like you're ⁴slacking off from your job."

3. Take personal calls away from your desk

If you have to make a personal phone call or receive one that you have to answer, the first ⁵rule of thumb is to step away from your desk or excuse yourself from a meeting or the presence of your co-workers. Jacqueline advises to keep it as brief as possible. Jacqueline explains. "If there's nowhere else in the office to go, step outside or go out into the lobby area."

4. Keep your voice down

When we talk on the phone, we often tend to shout because our volume increases if we're not sure the other person can hear us. At work, this can be very annoying for those around you. "Keep your voice down—that's the main thing," notes Jacqueline. "⁶Steer clear of any confidential content, too."

5. Don't listen to vocals on speaker

You might use your speakerphone so you can listen and ⁷jot down notes at the same time. But at work, this can be obnoxious and you may not know in advance if a vocal is going to contain confidential information. "If you have a headset on your work phone, use it," says Jacqueline. "Or just put it to your ear. You shouldn't listen to vocals on speaker."

6. Don't bring your phone to a meeting

If you have to bring your phone with you everywhere, Jacqueline suggests keeping it ⁸hidden away in your pocket or purse. But, the number one rule is to not put the phone on the table, especially during a one-on-one meeting or conference. Doing so signals to everyone else in the room that they do not have your ⁹undivided attention.

7. Avoid using Bluetooth earpieces at work

"Normally people who use a Bluetooth earpiece talk louder, so I'm not a big fan of them," says Jacqueline. "I think it's a conversation you should have with your employer to determine if they find it appropriate for your office. But, if you do use one, you need to ¹⁰keep tabs on how loud you are being."

Can you give simple definitions for terms 1-10 in the text above?

- 1) _____ 6) _____
- 2) _____ 7) _____
- 3) _____ 8) _____
- 4) _____ 9) _____
- 5) _____ 10) _____

CLASS DISCUSSION

The author of the article writes: *"It depends on your position in the company and what's going on in your life,"* says Jacqueline about how much texting you can do at work. Discuss this statement as a class. What do you think Jacqueline means? Do you agree with her? What kind of companies do you think this issue is a priority for?

ROLE PLAY

In small groups, use vocabulary from the article above to re-create the situation in the video with Dave, Francesco and Michael. Each group can choose a different setting, it does not have to be in a cafe! Write the script below, then act them out for the rest of the class.
