

Professional Etiquette

Every contact, regardless of how brief, offers professional schools additional information regarding you as an applicant and possible future student in their program.

General:

- Address people with consideration - Everyone!— even when frustrated
- Always know the attire for the meeting/interview you will be attending. Even if you are just dropping something off to an office please wear appropriate attire. This does not mean a suit but it does mean business casual attire.
- Shake hands firmly
- If wearing a nametag place it on the right (when you extend to shake with right hand, it's natural to look at the right side of their body.)
- In conversation, listen more than speak; remember and use the speaker's name
- Focus on conversation; avoid wandering eyes
- Make a crisp but polite conclusion: "It has been a pleasure speaking with you."

Email

- Make sure your email address is professional. Typically first initial and last name.
- Use a meaningful subject header for your email—one that is appropriate to the topic.
- Always be professional and businesslike in your correspondence. Address the recipient as Dr., Mr., Ms. or Mrs., and always verify the correct spelling of the recipient's name.
PhD, MD, DDS, DMD, DO = Dr.
- Masters is NOT Dr.
- Be brief in your communications. Don't overload with lots of questions in your email.
- Ditch the emoticons. While a ☺ or LOL (laughing out loud) may go over well with friends and family, do not use such symbols in your professional email communications .
- Do not use strange fonts, wallpapers or multicolored backgrounds. Stick to a standard font like Times New Roman, 12-point.
- Sign your email with your full name.
- Avoid using slang.
- Be sure to proofread and spell-check your email before sending it.

Telephone Etiquette

- Efficient, effective telephone etiquette begins with receiving calls in a profession manner.
- Identify Yourself Immediately
- Whether you are making the call or receiving the call, common courtesy requires that you identify yourself. You do not need to make a big speech, just your name will do: "Jane Doe speaking" If you are making the call, identify yourself right away as well—"Hello Jane, This is John Smith."
- Go on to simply explain the reason for your call.
- Be responsive and answer any questions clearly.

- Do not make repeated calls to the same office without leaving a message. They may have caller ID.

Voice Mail

The two most important aspects of voice mail are the greeting and the message.

The Greeting

- Make certain your greeting is professional. Prepare a pleasant, warm, professional greeting with any information the caller may need. If you are unavailable for an extended period of time, be certain to leave this information with your greeting so the caller will know you may not be available for some time or another way to contact you.

Leaving a Message

- Make certain you leave your name, telephone number, and times when you can be reached. Say your name and number **slowly and distinctly** as if you are writing them on a sheet of paper. Consider spelling your name.
- Leave the reason for your call if possible so the respondent is ready with the information you need.
- Give the time and day as well just in case the message is not accessed for several days.
- Leave your phone number at the **beginning** of the message with your name and at the **end** of the message for listener convenience. Telephone numbers can be particularly problematic so be slow and distinct.
- If you have another mechanism of contact such as an email address leave this as well for convenience of the responder.