

WAKEFIELD & WAKEFIELD

Business Etiquette

set yourself apart • get an edge

HOME

OFFERINGS

ABOUT

CONTACT

GUIDELINES FOR RETURNING PHONE CALLS

My husband recently complained to me about a colleague who does not return phone calls. He vented how frustrating it can be to not hear back and wondered what move to make next. I too have had a recent experience where I pursued a contact who has not gotten back to me. This awkward situation produces all kinds of emotions: is the person mad at me? Not interested in my idea? Or just too busy to return my call? In the case of a voicemail greeting only referencing a phone number or a person whose assistant may screen voicemail messages, did my message even reach the intended person? Should I call again or wait?

Here are a few **guidelines for returning phone calls** to avoid this unnecessary tension:

Make a goal to **return phone calls within 24 hours**, especially if there is a deadline involved, such as an event that will require your response to make a reservation. In a busy day, you may not prioritize returning calls, but it makes a big difference to do so. **People will remember your promptness!** Take a “get-it-done-now” attitude in getting back to people. In fact, make the most difficult call on your list first.

Now what about when people don’t call you back? It is entirely appropriate to make a follow up call if your message is not returned in a

INSIDE THIS ISSUE:

Guidelines for Returning Phone Calls

How do you want to be remembered?

Supporters and Clients

What people are saying...

ABOUT US



Libby Mack Van Vleet has a background in marketing and administration, and is a certified high school English teacher. She is a

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timely fashion. At this point you have referenced that you've had a hard time connecting; hopefully the other person will accept the responsibility to return the call.

However, if it is crucial that you get in touch, it is **time to get clever**. Is this elusive person easier to contact via email or letter? Is there an assistant or colleague that you could contact to help you connect?

Make others feel important by returning calls in a timely manner.

Set yourself apart as a responsive and accountable person who makes an effort to communicate effectively.

YOUR Business Etiquette Topics:

Submit your thoughts and questions to libby@wakefieldetiquette.com.

Libby will address your ideas in upcoming issues of our newsletter.

HOW DO YOU WANT TO BE REMEMBERED?

Libby Van Vleet and her father Wake Mack promote business etiquette. It is a smart and easy way to retain clients. Increase business earnings and sales. It is time to take your employees to the next level.



When you retain the services of Wakefield & Wakefield, be prepared for success as your staff members maximize their potential and exceed expectations.

Set yourself apart to get an edge. People will remember!

For further information about Wakefield & Wakefield, contact Libby at 503-893-9253 or libby@wakefieldetiquette.com.

SUPPORTERS AND CLIENTS

Thanks to all of our fabulous clients and supporters.

- Arlington Club Speakers Corner – Arlington Club
- CB Richard Ellis, Inc. - Mike Wells, Managing Director
- Isler Northwest LLC – Tania Gitch, C.P.A.

graduate of Colorado College and Chapman University.



Wake Mack is a former lawyer, local businessman and financial services development officer. He graduated from Notre Dame, Willamette College of Law, and served in the U.S. Marines Corps.

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WISE WORDS

“Do not wear your courtesy like a watch, to be taken out now and then when you want to impress people. Be courteous always, wherever you go, with whomever you happen to be.”

– *Sister Mary Mercedes*

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- National Charity League, Inc. – Sarah Allen, Portland Chapter
- Perkins Coie LLP - Stephen English, Partner - Litigation
- Washington Trust Bank – Linda Williams, President, Oregon Region

WHAT PEOPLE ARE SAYING...

“Excellent, practical guidance to avoid embarrassing social mistakes and to maximize the business opportunities created by social interactions.”

Stephen English, Partner - Litigation, Perkins Coie LLP

“Thank you, Wake -- You and Libby were a breath of fresh air for us. Thank you for taking your time to share such timeless information with us.”

John Chambers, C.P.A., Isler Northwest LLC

“Thank you. All of us have more than a few important take-aways – and it was fun too.”

Linda Williams, President, Washington Trust Bank, Oregon Region

“Thank you for your wonderful presentation today. My colleagues and I enjoyed it immensely and are sure we will put it to good use.”

Ray Jordan, President, Ray Jordan, PC

"There has been a lot of 'buzz' about [your presentation]. People are really interested in the subject, love the positive ways that you present it, and want more."

Amy Fields



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