

Phone Etiquette

Our branding extends to all modes of communications, including how we interact with our stakeholders – from students to parents to community members – over the phone. Even in the digital age, communicating on the phone effectively and professionally is essential to reinforcing our image as a university that’s accessible, well-managed and that embodies aloha.

General greeting:

How you answer a phone can vary by department or office, but generally, a greeting should include a salutation, an introduction of who’s speaking, identification of the office or department and a general question aimed at starting the conversation.

External greeting example:

Good morning/Good afternoon/
Aloha!

This is [NAME] in Chaminade University’s [DEPARTMENT NAME]. How can I help you today?

Internal greeting example:

Good morning/Good afternoon/
Aloha!

[DEPARTMENT NAME], [NAME] speaking. How can I help you today?

General ending:

The wrap-up of a call is an opportunity to ensure the caller is satisfied with the information provided and doesn’t have any additional questions.

External ending example:

Chaminade: Thanks for calling. Anything else I can help you with today?

Caller: No, I’ve gotten everything I needed.

Chaminade: Great! If you find you need additional assistance, please don’t hesitate to call back. Have a nice day – goodbye.

Internal ending example:

Department: Anything else I can help you with?

Caller: No, I’m all set.

Department: Great. Have a nice day!

Out of the office (vacation) voicemail greeting:

When out-of-the-office for an extended period of time, it’s important for the caller to know when you’ll be returning and that an alternative person is available to contact if immediate assistance is needed.

Out of the office example:

Hi/Aloha. You’ve reached [NAME] in Chaminade University’s [DEPARTMENT NAME].

I’m out of the office through [DATE], and will call you back when I return. If you need more immediate assistance, please call [NAME] at [PHONE NUMBER]. Thanks for your call and have a great day.

Phone Etiquette (Continued)

Voicemail general greeting:

Given our busy schedules, voicemail is a common touchpoint for the community. Decrease confusion and caller frustration by adopting a clear, concise voicemail greeting for when you're not at your desk.

General voicemail example:

Hi/Aloha. You've reached [NAME] in Chaminade University's [DEPARTMENT NAME].

I can't take your call right now, but please leave a message so I can return it as soon as I'm able. If you need immediate assistance call [ALT PHONE] to reach [ALT CONTACT]. You can also email me at [EMAIL ADDRESS]. Have a great day!

Admissions voicemail example:

Hi/Aloha. Thanks for calling Chaminade University.

You've reached [NAME] in the Admissions Office. I'm away from my desk at the moment, but please leave a message and I'll return your call as soon as I'm able. If you want more information about Chaminade, including how to apply, you can also head to our website, chaminade.edu. Have a great day!

Academic Divisions/Administrative Departments example:

Hi/Aloha. You've reached Chaminade University's [DIVISION/DEPARTMENT].

We're sorry we missed you, but please leave a message at the tone and someone will return your call shortly. For more information, visit our website at chaminade.edu. Thanks for calling and have a great day!

Office of Advancement example:

Hi/Aloha. Thanks for calling Chaminade University.

You've reached [NAME] in the Office of Advancement. I'm away from my desk at the moment, but please leave a message and I'll return your call as soon as possible. You can also get more information online, at chaminade.edu.

Thanks for your support, and have a great day.