



**ACTIVITY 2**  
**TELEPHONE**  
**ETIQUETTE**

**LEARNING ACTIVITIES**

In the learning activity the learners will:

- identify different options for telephone etiquette
  - practise appropriate telephone etiquette
  - write guidelines for telephone etiquette.
- This activity should take three to four hours.*

**ASSESSMENT ACTIVITY**

In the assessment activity learners will:

- demonstrate appropriate telephone etiquette.

*The assessment should take approximately three hours.*

**OUTCOMES**

**US 8556**

SO 1 Produce and respond to simple written communication in the workplace.  
SO 3 Produce and respond to simple oral communication in the workplace. US 8556

**US 7784**

SO 2 Explain communication as a two-way process.  
SO 5 Cite examples where language must be clear and concise.  
SO 10 Describe possible ways of improving internal communication in a selected organization.  
SO 11 Suggest ways to improve communication with customers.

**US 11853**

SO 1 Communicate effectively with clients, colleagues and prospective employers.  
SO 2 Communicate effectively with clients, colleagues and prospective employers –written.