

TELEPHONE WORKSHEET

Print this worksheet. Then, in the space provided, write "T" if you believe the answer is TRUE, and write "F" if you believe the answer is FALSE.

	<ol style="list-style-type: none">1. Over 75% of all entry level jobs in the next few years will involve using the telephone.2. Let the telephone ring at least three times before answering it.3. The most appropriate way of answering a business telephone is to say "Hello."4. When taking a message, do not ask the caller to repeat his phone number. He/she will think you're not efficient.5. Good posture is essential for projecting a good tone of voice.6. Good telephone etiquette begins before you answer the phone.7. Don't waste a caller's valuable time by reading back his message.8. Never leave a caller on "hold" for over 30 to 40 seconds.9. "May I ask who's calling?" sounds rude. Put all calls through to the person who is being called.10. If a caller gets angry or irate with you, just hang up.11. Most telephone calls are handled by people who have been trained in telephone techniques.12. In the telephone number, 1 800/491-0955 the "800" is the area code.13. In the telephone number, 1 555/545-6549 the "1" indicates that this is a "toll free" call.14. Always ask the caller's permission before putting him/her on "hold."15. When you put a caller on "hold," you temporarily disconnect the caller in order to transfer the call or to gather information.16. Don't ask an irate caller any questions. It will only aggravate him/her more.17. A satisfied customer tells an average of four people about your company.18. Always plan your call before dialing.19. If you are dialing a number outside your area code, you must get the assistance of an operator.20. If you place a "person-to-person" call and that person is unavailable, your company will be billed for the call.
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